DOCUMENT RESUME

ED 361 571 CE 064 573

TITLE	Planning a Tech Prep Program in Hospitality. Final Report.
INSTITUTION	Chicago City Colleges, IL. Chicago City-Wide Coll.
SPONS AGENCY	Illinois State Board of Education, Springfield. Dept. of Adult, Vocational and Technical Education.
PUB DATE	31 Aug 92
NOTE	119p.
PUB TYPE	Reports - Descriptive (141)
EDRS PRICE	MF01/PC05 Plus Postage.
DESCRIPTORS	Administrators; *Articulation (Education); Business Administration; *College School Cooperation; Cooperative Programs; Coordination; *Curriculum Development; Educational Cooperation; *Food Service; High Schools; *Hospitality Occupations; Hotels; Institutional Cooperation; Integrated Curriculum; Occupational Home Economics; Program Development; Program Implementation; Tourism; Two Year Colleges; Vocational Education
IDENTIFIERS	City Colleges of Chicago IL Chicago City Wide Coll; Tech Prep

ABSTRACT

A project conducted to establish tech prep articulation training agreements between City Colleges of Chicago and several public secondary schools is described in this report. Project activities were as follows: (1) developed a handbook to define the tech prep experience and guide committee members on how tech prep can be a valuable asset to students and hospitality employers; (2) secured planning stage agreements with three high schools; (3) established an advisory board; (4) established ties with community outreach organizations; (5) developed and conducted a survey that rated competencies for entry-level hospitality positions; and (6) initiated contact with two high schools to start the planning stage for the travel and tourism component. Extensive appendixes include the following: survey results, newspaper article highlighting program success, brochure on Illinois Tech Prep, mission statement of the Hospitality Tech Prep Team, outline of advantages to and expectations of area employers, advisory board implementation topics, hotel-motel/food service position descriptions, first draft of skills for hotel-motel management/food service administration, and model tech prep education/private sector partnership agreement. The final two appendixes contain syllabus outlines for food service administration and hotel-motel management. This information is provided for each course: catalog description, prerequisite, credit/contact hours, schedule, clientele served, textbooks, objectives, and units of instruction/content outline. (YLB)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

IL920T18

ED 361 571

FINAL REPORT

Offical Project Title: Planning a Tech Prep Program in Hospitality

Agreement Number: #1-907-053

Funded Agency: City Colleges of Chicago (Chicago City-Wide College)

Location of Funded Agency: Chicago, Illinois

Time Period Covered: September 1, 1991 to August 31, 1992

Goal(s) of the Project and its Relevancy to Vocational Education:

1. To establish Tech Prep articulation training agreements with several public secondary schools.
2. To develop a curriculum attractive to the student and responsive to the training needs identified by prospective hospitality employers.
3. To create a new scource of skilled manpower for the Hospitality Industry.
4. To develop an effective strategy for marketing the Tech Prep Program and to attract, in substantial numbers, Tech Prep students.
5. To create a procedure for a smooth transition for each Tech Prep transfer into a postsecondary training opportunity.

Major Accomplishments of the Project:

1. Development and production of Tech Prep Handbook. The purpose of the Handbook is to define the Tech Prep experience and guide committee members on how Tech Prep can be a valuable asset to our students and hospitality employers. (Handbook attached)

CE064573

BEST COPY AVAILABLE

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☐ This document has been reproduced as received from the person or organization originating it.
☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

2. Secured planning stage agreements with the following high schools: Roberto Clemente, 1147 N. Western Ave. Chicago, Illinois
contact person: Lou Geraldi, Principal
contact person: Bernadette Bergren, Instructor
Current In-house Program: Foodservice Management

Jones Commercial, 606 S. State St., Chicago, Illinois
contact person: Cozette Buckney, Principal
contact person: Marlene Anderson, Instructor
Current In-house Program: Hotel-Motel Management

Near North Magnet, 1450 N. Larabee, Chicago, Illinois
contact person: Dr. Bruce E. Troutman, Principal
contact person: Allan Pulaski, Instructor
Current In-house Program: Foodservice Management

(Goal 1)

3. Established Tech Prep Hospitality Industry Advisory Board, members include:

Ken Maier	Human Resource Director The Palmer House Hotel
Stacy Munroe	Human Resource Director McCormick Center Hotel
Carla F. Thomas	Regional Director Human Resources Hyatt Regency Chicago
Larry Stone	Human Resource Manager Hyatt Regency Chicago
Mary Sue Gallagher	Employment Manager Hyatt Regency Chicago
Andrew Paullin	Human Resource Manager Hyatt Regency Chicago

(Goal 3)

4. Established ties with community outreach organizations that serve the Chicago Board of Education, these include:

Youth Guidance - Roberto Clemente Community Academy
53 W. Jackson Blvd., Chicago, Illinois
contact person: Jamie Diego Rivera, Assistant Director
- Youth Guidance serves Roberto Clemente High School

New City YMCA - Local Economic & Employment Development Council (LEED)
1333 N. Kingsbury, Chicago, Illinois
contact person: Dennis Rhodes, Industrial Representative
- LEED serves Near North Magnet High School

5. Developed and conducted a survey which rated competencies for entry level hospitality positions. The survey was given to our Tech Prep Hospitality Industry Advisory Board. (see attached survey with results) (Goal 2)

6. Conducted Competency Survey Results Meeting to review and discuss the survey results so that the curriculum or course content of the Program is on target with the expectations of the Hospitality Industry thereby better serving our students and local hospitality employers. (see attached agenda)

attendees: Industry Advisory Board, targeted high school instructors, indentified outreach organizations, CCWC staff

(Goal 2)

7. Initiated contact with two high schools to start the planning stage for the Travel and Tourism component of the Tech Prep Hospitality Program. This will be in conjunction with with the Academy of Travel & Tourism through the National Academy Foundation. Those high schools are:

Tilden, 4747 S. Union, Chicago, Illinois
contact person: Dr. Hazel Stewart, Principal

Bowen, 2710 E. 89th Street, Chicago, Illinois
contact person: Gloria Walker, Principal

(Goal 1)

8. Retained a consultant to develop and create our Tech Prep Hospitality Program Brochure. Input as to the design and layout of the brochure will come from the Advisory Board, High School Instructors and Counselors, Outreach Organizations and CCWC staff. (Goals 4&5)

Major Accomplishments and Significant Findings of the Project:
(see Final Report Abstract)

Evaluation and Impact:
Developed and conducted a survey which rated competencies for Hotel-Motel Management and Foodservice Administration skills and knowledge for entry, retention and advancement. Hospitality Human Resource Professionals were used as participants in the survey to assure which skills are relevant and whether instruction would take place in an academic setting and/or at the workplace.

The results of the survey will then be used to substanciate our current curricula or make changes so that curricula is in line with industry standards and expectations.
(see attached survey)

Attached is a recent article from the Chicago Tribune that highlites how successful the Hotel-Motel Management Program at Jones Commerical High School in conjunction with The Palmer House Hotel is performing. The Jones Commerical High School Program is under the direction of Marlene Anderson, a member of our Tech Prep Team. Ken Maier, Human Resource Director at The Palmer House Hotel, is also a member of our Tech Prep Team.

Resource Listing:

Material Resources:

none purchased at this point in time.

Human Resources - Paid Particpants:

Bonnie Dohogne
Instructor, Hospitality Programs
Cnicago City-Wide College
contribution: provides professional and technical services

Salvador Diaz
Case Manager
Department of Children and Family Services
contribution: provides professional, technical, guidance and counseling services

Human Resources - Unpaid Participants:

Ken Maier
Director of Human Resources - The Palmer House Hotel
contribution: Advisory Board member

Stacy Munroe
Director of Human Resources - McCormick Center Hotel
contribution: Advisory Board member

Carla F. Thomas
Regional Director/Human Resources - Hyatt Regency Chicago
contribution: Advisory Board member

Larry Stone
Human Resource Manager - Hyatt Regency Chicago
contribution: Advisory Board member

Mary Sue Gallagher
Employment Manager - Hyatt Regency Chicago
contribution: Advisory Board member

Andrew Paullin
Human Resource Manager - Hyatt Resource Manager
contribution: Advisory Board member

Jamie Diego Rivera
Assistant Director - Youth Guidance
contribution: outreach contributor

Dennis Rhodes
Industrial Representative - New City YMCA
contribution: outreach contributor

Problems:

Only significant problem encountered was the initial starting date of January 13, 1992. However, we have made sufficient progress in spite of the lost time and are confident we can achieve all of our FY-1992 Planning Objectives by September 1, 1992.

Conclusions and Recommmendations:

Recommendations:

1. When creating a compentency survey, use the resources of the Illinois Vocational Curriculum Center. They are an excellent resource on current published vocational competencies.

2. If at all possible, locate any professional organization that deals directly with your targeted vocation. I found the Chicago Women's Chapter of Hospitality Human Resource Professionals to be an unlimited and inspiring resource.

3. Locate and secure the cooperation of local community/civic organizations that support training for individual teenagers to become productive and contributing adults with a family support component.

4. As mentioned at several ISBE Tech Prep Workshops, do not waste the time of any of your industry volunteers. Before any meeting, mail out a well thoughtout agenda. Try to keep your meetings in line with your agenda and conclude at a preset time. This strategy will tend to ensure their future involvement.

5. Prepare and mail a periodic newsletter or simple letter to all involved so that you keep them active and interested.

Publicity:

(see Evaluation and Impact)

Survey results from rated competencies for hospitality entry level positions.

Participants:

Ken Maier,	Human Resource Director The Palmer House Hotel
Stacy Munroe,	Human Resource Director McCormick Center Hotel
Carla F. Thomas,	Regional Director/Human Resources Hyatt Regency Chicago
Larry Stone,	Human Resource Manager Hyatt Regency Chicago
Mary Sue Gallagher,	Employment Manager Hyatt Regency Chicago
Andrew Paullin,	Human Resource Manager Hyatt Regency Chicago

Survey Breakdown:

Six Human Resource Professionals participated in the survey. The rating breakdown is as follows: 100% = 6/6; 84% = 5/6; 67% = 4/6; 33% = 2/6; 17% = 1/6; n/a = not applicable.

Duty A: Job Seeking/Career Development Skills

Those skills obtained from an academic experience - at a knowledge level:

1. Identify requirements for job	100%
2. Investigate educational opportunities	100%
3. Investigate occupational opportunities	100%
4. Locate resources for finding employment	100%
5. Conter with prospective employers	84%
6. Identify job trends	84%
7. Internships	67%
8. Identify career ladders to increase salary opportunities	67%
9. Indentify the broad range of jobs available to the industry	84%
10. Identify drawbacks of the industry	84%

Duty B: Applying Employement Seeking Skills

Those skills obtained from an academic experience - at a mastery level:

1.	Locate job openings	84%
2.	Document skills and abilities (resume)	84%
3.	Prepare for interview	67%
4.	Participate in interview	67%
5.	Complete required tests	67%
6.	Complete required forms	67%
7.	Write an application letter	67%
8.	Write a follow-up letter	67%
9.	write an acceptance letter	67%
10.	Evaluate job offer	67%
11.	Evaluate job rejection	67%
12.	Awareness of the need for multi-language skills	84%
13.	Ability to listen	84%
14.	Ability to sell yourself	84%
15.	Ability to promote self-confidence	84%

Duty C: Interpreting Employment Capabilities

Those skills obtained from an academic experience - at a knowledge level:

1. Match interest to job area	84%
2. Match aptitude to job area	100%
3. Verify abilities	(workplace - 84%)
4. Identify immediate work goal	100%
5. Develop career plan	84%
6. Recognize physical requirements of the job	84%
7. Recognize potential to overcome deficiencies	100%
8. Presentation skills - speech/marketing	mastery - 67%

Duty D: Demostrating Appropriate Work Behavior

Those skills obtained from:

	Academic - mastery	Workplace
1. Exhibit dependability	100%	100%
2. Demonstrate punctulaity	100%	100%
3. Follow rules and regulations	100%	100%
4. Recognize the consequences of dishonesty	100%	100%
5. Complete assignments in accurate and timely manner	100%	67%
6. Control emotions	100%	67%
7. Assume responsibility for own decisions and actions	100%	67%
8. Exhibit pride and loylaty	100%	

	Academic - mastery	Workplace
9. Exhibit ability to handle pressure and tension		67%
10. Demonstrate ability to set priorities		67%
11. Demonstrate problem-solving skills	67%	67%
12. Civic and community involvment	67%	67%

Duty E: Maintaining Safe and Healthy Environment

Those skills obtained from:

	Academic - mastery	Workplace
1. Comply with safety and health rules	17%	84%
2. Select correct tools and equipment	17%	84%
3. Utilize equipment correctly type:_____	n/a	n/a
4. Demonstrate work safety	100%	100%
5. Use appropriate action during emergencies	67%	100%
6. Maintain clean and orderly work area	100%	100%
7. Demonstrate personal hygiene and grooming skills	100%	67%
8. Apply first aid	(knowledge - 100%)	67%
9. Apply CPR	(knowledge - 84%)	
10. Apply abdominal thrust method	(knowledge - 84%)	67%

Duty F: Maintaining Business-Like Image

Those skills obtained from:

	Academic - mastery	Workplace
1. Participate in company orientation		100%
2. Demonstrate knowledge of company products and services		100%
3. Exhibit positive behavior	84%	
4. Read current job-related publications	67%	
5. Support and promote employer's company impage and purpose		100%
6. Maintain appearance to comply with company standards		100%
7. Maintain/begin relationship with trade, civic and professional organizations	(knowledge - 100%)	67%
8. Dress for success	(knowledge - 84%)	67%
9. Maintain a positive attitude	84%	

Duty H: Communicating on the Job

Those skills obtained from:

	Academic - mastery	Workplace
1. Read and comprehend written communications and information	84%	
2. Use correct grammar	84%	
3. Speak effectively with others	84%	
4. Use job-related terminology	84%	67%
5. Listen attentively	84%	
6. Write legibly	84%	
7. Use telephone etiquette	84%	67%
8. Follow written and oral directions	84%	
9. Ask questions	84%	

	Academic - knowledge	Workplace
10. Locate information in order to accomplish task	84%	
11. Prepare written communication	84%	
12. Utilize keyboard skills	84%	
13. Utilize computer skills software: Lotus 123; WP 5.1; Microsoft Word	84%	
14. Awareness of computer application	100%	
15. Demonstrate the hospitality mentality	67%	
16. Suggestive selling	84%	
17. The adoption of basic conversational skills	(mastery 84%)	

Duty I: Adapting to Change

Those skills obtained from:

	Academic - knowledge	Workplace
1. Recognize need to change	84%	
2. Demonstrate willingness to learn	(mastery - 84%)	
3. Demonstrate flexibility	(mastery - 84%)	
4. Participate in continuing education	84%	
5. Seek work challenges		84%
6. Adjust career goals/plan as needed	100%	84%
7. Demonstrate ability to create and innovate on the job	84%	84%
8. Seek positive approach before weighing negative impacts	84%	
9. Accept constructive criticism	84%	67%
10. Willingness to take risks	84%	

Duty J: Understanding How a Business Works

Academic skills:

	Knowledge	Mastery
1. Recognize the role of business in the enterprise system		84%
2. Identify general responsibilities of employees	84%	
3. Identify general responsibilities of management/employers	84%	
4. Investigate opportunities and options for business ownership	n/a	n/a
5. Identify planning processess needed to open a business	n/a	n/a
6. Knowledge of liability issues e.g., liquor, labor laws		67%
7. Knowledge of equal opportunity, affirmative action and related personnel issues		67%
8. Legal issues and responsibilities	84%	
9. Participation at meetings	84%	(workplace - 84%)
10. Understanding governmental /regulatory programs effecting and serving business	84%	
11. Realize ability to effect legislative process	84%	
12. Awareness of ability to affect business policies	84%	

Duty K: Performing Mathematical Skills

Academic skills:

	Knowledge	Mastery
1. Apply mathematics for problem-solving	84%	
2. Add and subtract whole numbers, decimals and fractions		84%
3. Multiply and divide whole numbers, decimals and fractions		84%
4. Convert numbers between forms expresssed as fractions, decimals and percents	67%	
5. Convert between standard American units of measure	84%	
6. Convert between standard American units and metric units	84%	
7. Ability to do simple computations without a calculator	84%	
8. Bookkeeping	84%	
9. Make reasonalble estimates	84%	
10. Use values from graphs, maps and tables	84%	
11. Compare numerical values	84%	
12. Apply geometric values	84%	
13. Use formulas correctly		84%
14. Construct diagrams, tables and records		84%
15. Use elementary statistics		84%
16. Use instruments to solve problems: gauges, meters and scales calculators computers		84%

Duty L: Leadership Skills (supervisory)

Skills obtained from:

	Academic - mastery	Workplace
1. Discuss with subordinates their needs and goals and the ways their jobs can be structured to achieve them	67%	
2. Make clear what the job expectations are and the criteria by which they will be evaluated		84%
3. Give subordinates a sense of worth to the organization and enough freedom with responsibility to execute duties		84%
4. Provide constant feedback on the quality and quantity of work work performance (employer)	(knowledge - 84%)	84%
5. Provide subordinates proportionately greater responsibility		84%

Additional Comments:

Business Ethics - appropriate business behavior

Personal Health - how it impacts on your career

Self-Confidence - making your own decisions

Cultural Awareness

COMPETENCY SURVEY RESULTS - IMPLEMENTATION MEETING
TECH PREP HOSPITALITY PROGRAM
CLEMENTE HIGH SCHOOL, JONES COMMERCIAL HIGH SCHOOL AND
CHICAGO CITY-WIDE COLLEGE

Wednesday, July 1, 1992, 9:30 am
226 W. Jackson Blvd. (Jackson at Franklin)
Room 843

MEETING OBJECTIVE:

To review and discuss the survey results so that the curriculum or course content of the Program is on target with the expectations of the Hospitality Industry thereby better serving our students and local hospitality employers.

AGENDA:

Introductions - Appreciation

Discuss hospitality employer's needs and desires - Survey

Discuss and further defining education's role

New business

Palmer House finds room to train students for careers

By Maudlyne Ihejirika
Staff Writer

"Housekeeping. This is Aaron. How may I be of service?"

Without taking a second glance, you may not notice that the smooth, professional voice behind the large oak desk in the Palmer House Hilton belongs to a junior executive overseeing housekeeping details.

Guests at the Loop hotel frequently do double-takes after encountering these polished teens, who masquerade as administrators for $6 an hour.

Aaron Thomas and other teenagers are part of a public schools program that is the pet project of Palmer House Managing Director Joseph Frederick Jr. Sixteen of the youths are employed at the Palmer House and the Chicago Hilton and Towers.

Frederick conceived the program in New Orleans in 1980, when, as president of the newly built Hilton there, he interviewed 10,000 people to hire his first 500 employees.

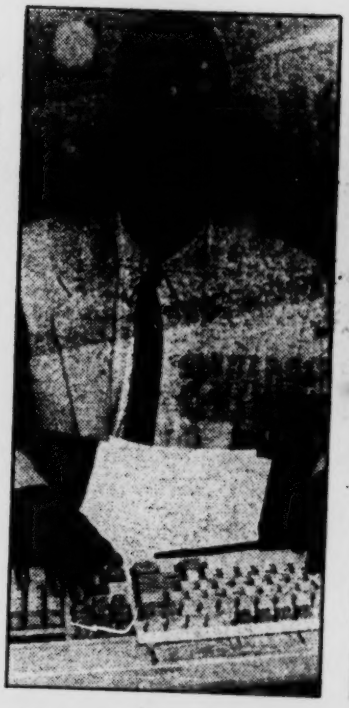
"Not one of those 500 lasted six months," he said. "The quality of the work force was poor. The younger people we hired didn't even come to work on time. It became apparent that unless something happened to change that, I would have to look outside the city to hire people."

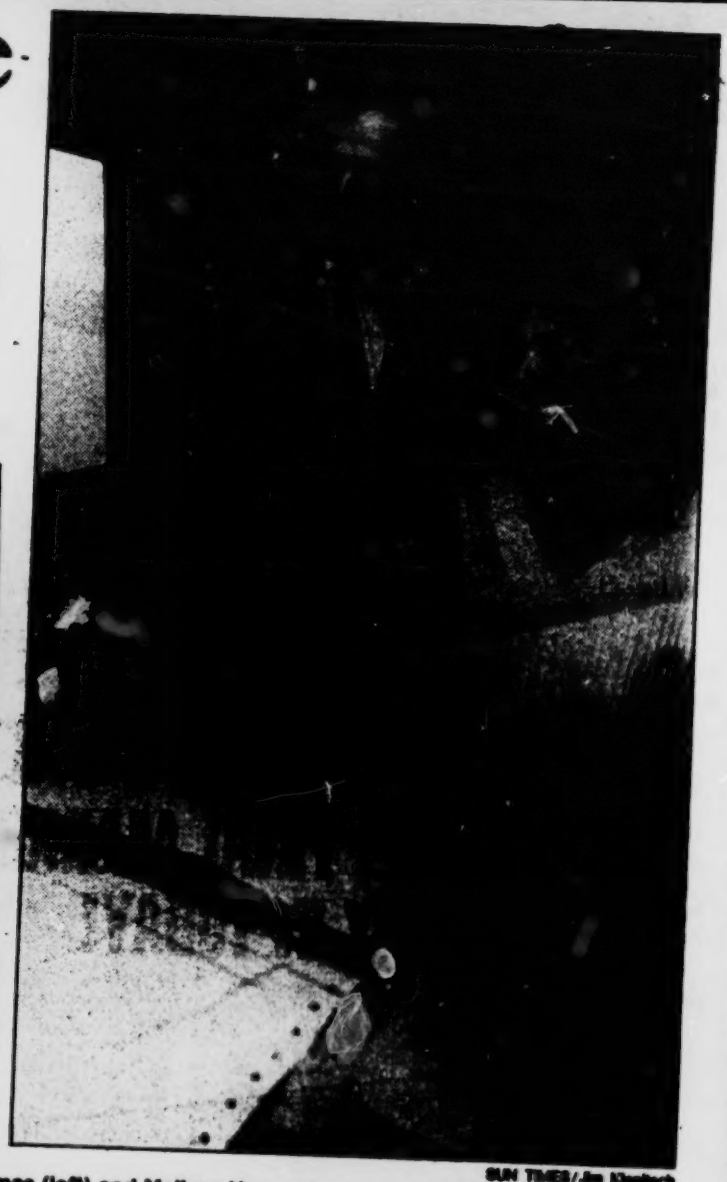
That's a complaint frequently made by companies that hire workers produced by Chicago public schools.

But Frederick went a step beyond complaining. He met with New Orleans school officials to design a work-study program, build a classroom and train a teacher to educate students in hotel management.

By the time he left New Orleans for Chicago in 1988, about 90 percent of the program's students were going on to college, compared with 28 percent of the seniors in the New Orleans school system.

Then he brought his program to the Chicago Board of Education.





SUN TIMES/Jim Klopfach

High school students Aaron Thomas (left) and Melissa Hernandez work at computers at the Palmer House Hilton. The Loop hotel's managing director, Joseph Frederick Jr. (right photo), developed the job program.

Students at Jones Metropolitan High School take the course in their senior year, getting credit for their part-time hotel jobs. In the summer, they stay on, working full time to earn college tuition.

Marlene Anderson, a teacher at Jones, has witnessed the power of the program.

"You start out with this timid student that really has no idea of what the working world is like or how to interact with adults, and you just see changes," she said. "Creativity comes out, resourcefulness and self-esteem.

"Every student that comes out of the program either goes on to college, continues in this field or goes on to other fields. But they have a sense of who they are and what they want to do. The program helps bring about a sense of maturity I just don't see in other students."

The students attribute their development to the responsibility they are entrusted with. They say they also owe their achievements to the opportunity to broaden their horizons by mixing with people of all races and classes within the confines of the city's oldest hotel.

"This is my first job," said Melissa Hernandez, 18, a Jones senior working in the hotel's food and beverage department. "I was scared to death at first, because a lot is expected of us. A big, pretty place like this was a little intimidating.

"My personality's changed a lot. Like, I always wore jeans, now I wear heels a lot. I've really learned how to communicate and how to adjust to different situations."

That's what the program is about, Frederick said.

"If all businesses in this town were to affiliate with the school system, I think we could accelerate the development of these kids and enhance their competitiveness almost instantaneously," he said. "We have to quit bitching about the problem in the public schools and just jump in and help out."

Suburban schools have heard about the program and clamored for their students to be let in.

But, "It's kids from city schools who need this boost," said Frederick, who lives in Barrington Hills. "I know what I pay in suburban taxes. Those kids are taken care of."

BEST COPY AVAILABLE

ILLINOIS TECH PREP

PREPARING STUDENTS FOR THE TWENTY-FIRST CENTURY

Advancements in technology have brought broad, sweeping changes to the workplace. Concepts like computer-integrated manufacturing, work cells, statistical process control, just-in-time inventory control, participatory management, ergonomics, employee involvement and customer service, to name a few, have become commonplace in today's corporate settings. Couple these changes with a dramatic shift in demographics, and Illinois could be facing a serious deficit in qualified labor in the near future. The private sector and education must combine forces to ensure that Illinois has the human resources necessary to maintain a competitive edge in the twenty-first century.

One only has to look at the skills demanded by modern business and industry to realize the extent of the educational challenge. The workplace demands a labor force that possesses not only advanced technical skills, but strong academic skills and interpersonal skills and a willingness to continue to learn. A task this formidable cannot be accomplished by vocational-technical educators or academic educators working in isolation from each other and from business.

Illinois educators, both technical and academic, are responding to this challenge with the development of a bold reform concept called Tech Prep.* ***Illinois Tech Prep represents an educational path that integrates college preparatory coursework with a rigorous technical education concentration. It is a planned sequence of courses, both academic and technical, that begins at 9th grade and is articulated with a post-secondary experience leading to an associate degree. Because Tech Prep prepares students for a lifetime of learning, it also provides preparation for advanced education such as a four-year baccalaureate degree. Tech Prep prepares students with the skills and competencies necessary to meet employers' performance standards not only for entry-level jobs, but also for career advancement.***

TECH PREP STUDENTS

Tech Prep is aimed at attracting a wide range of students, and all interested students should be provided the opportunity to participate. Typically, the students most likely to be attracted to Tech Prep are students who:

- Fall between the 25th and 75th percentile of secondary students;
- Enjoy using complex math and science concepts to solve problems;
- Have an aptitude toward technical/scientific content;
- Intend to pursue post-secondary education;
- Enjoy learning through the application of academic knowledge and skills;
- Desire a challenging, good-paying career and are willing to work toward achieving this goal.

Tech Prep has entrance standards. When students lack the necessary competencies they will be provided the opportunity to get academic assistance to possibly to qualify for and participation in Tech Prep at a later time.

TECH PREP PARTNERSHIPS

The success of Tech Prep is dependent upon the development of 50/50 partnerships. These partnerships are between:

1. Academic and technical educators,
2. Secondary and post-secondary educators,
3. Educators and representatives of the private sector.

1. **The Academic/Technical Partnership**

To be prepared to succeed in the workplace of the twenty-first century, students will need a strong academic foundation and the ability to apply it. Tech Prep brings academic and technical educators together in a true partnership. These Tech Prep educators eliminate barriers which stand in the way of interdisciplinary cooperation. They are receptive to new teaching methods and design Tech Prep sequences together.

Tech Prep Educators also jointly design instructional strategies to strengthen the relationship between academic content and application.

2. **The Secondary/Post-Secondary Partnership**

Tech Prep provides students with opportunities that maximize experiences at both secondary and post-secondary levels. Tech Prep represents a strong linkage between secondary and post-secondary institutions to provide a smooth transition from one level to the next without duplication of effort. The secondary experience is well articulated to the post-secondary program to provide a solid foundation for advanced technical studies at a post-secondary institution. Articulation also ensures that students can continue when appropriate in a four-year baccalaureate program with minimal loss of credit. Ultimately, Tech Prep prepares students to benefit from a lifetime of learning opportunities.

Apprenticeship is a natural progression for Tech Prep students. No only does apprenticeship provide for a smooth transition from school to the workplace but apprenticeship insures that students receive work based learning and that their education will culminate in full-time employment. Apprenticeship can also expediate the third important partnership in a Tech Prep program.

3. **The Education/Private-Sector Partnership**

A well-prepared future labor force is dependent upon equal commitment from both education and the private sector. Employers working with Tech Prep clearly identify and communicate their performance standards. These standards will include not only technical skills, but also expectations in reading, math, science, and communications. Tech Prep educators design learning experiences to ensure students meet these expectations and certify that completers are ready to enter the workforce.

Employers must not only identify and communicate performance standards, but be willing to provide incentives to make Tech Prep attractive to students. These incentives may include:

a. Priority hiring considerations,

b. Wage and/or advancement incentives,

c. Support for continued work-related training and education,

d. Paid internships or employment for students during the school year or summer while enrolled in a program,

e. Scholarships to post-secondary institutions.

In addition, employers inform the public of Tech Prep opportunities and encourage enrollment in the program. Further, they provide training slots and work with educators to ensure appropriate learning experiences.

Tech Prep represents new opportunities. Opportunities for educators to restructure curricula to reflect the needs of tomorrow, opportunities for employers to remain competitive in an ever changing economy, and opportunities for students to prepare for challenging careers in the twenty-first century. Tech Prep completers will be motivated self-starters capable of setting career goals and being an asset to their employer. They will be team players able to communicate and solve complex problems in the workplace of tomorrow. Technical Preparation/Associate Degree completers will ensure that Illinois continues to be a state where industry can locate, grow and prosper.

chicago city-wide college

226 W. Jackson Blvd.
Chicago, Illinois
60606-6997

(312) 641-2595
FAX (312) 368-6030

(312) 443-5229
TDD/TTY Machine

MISSION STATEMENT

The mission of the Hospitality Tech Prep Team, which is comprised of hospitlaity business leaders, high school faculty and staff, and CCWC staff, through its courses and servies will provide students who are successful completers of the Tech Prep Program with:

- career opportunites in Hotel-Motel Management and Foodservice Administration that provide growth and upward mobility in the Hospitality Industry
- an Associate Degree in Applied Science or Certficate Program comprised of a sequence of academic and vocational technical courses which are integrated and complementary in nature
- flexibility to continue their education at a 4-year university
- demonstrated skills and abilities which make them preferred employees to potential employers

The concept to Tech Prep will be clearly communicated to students, employers, and the public to ensure participation in and an understanding of the Tech Prep experience.

one of the city colleges of chicago

BOTTOM LINE: What's in it for me as an employer?

Advantages:

- Be a "Partner" in designing work-based learning
- Integrating the "working world" in high school and and college curriculum
- Creating a "first choice" recruitment scource
- Lower Company training/re-training costs
  - successful completers of Tech Prep will possess greater skills for entry-level positions
  - re-training in basic skills and advanced technology skills with current employees can be accomplished by the new "Partnership" with your organization and Chicago City-Wide College
- Skills that are spotlighted:
  - academic
  - world-of-work job readiness
  - problem solving and communications
  - interpersonal and negotiations
  - organizational perspective
  - career development

What are the expectations Chicago City-Wide College is looking for from you as an employer?

- Identify the types of positions you require
- Identify the competencies/qualifications needed for those positions
- Acceptance standards for Tech Prep completers
- Written agreement containing:
  - priority hiring considerations
  - guaranteed placement for successful completers
  - wage and/or advancement incentives

- paid internships

- scholarships

- Mentoring program participation

- Job Shadowing for high school and college staff

- Tours of your facility for parents and educators

- Becoming an active member of the Implementation Team

THE COMMITMENT OF CHICAGO CITY-WIDE COLLEGE

In response to the needs of students, employers and the local economy, Chicago City-Wide College and Chicago Public Schools are committed to the long term mission of workforce development. Chicago City-Wide College has extended to Chicago's Hospitality Industries a promise to marshall the necessary public and private resources to train new workers and upgrade the skills of existing workers.

The Tech Prep Program is a collaborative effort among City Colleges of Chicago, Chicago Public Schools, Chicago Department of Economic Development and the Chicago Economic Development Commission, all of which are committed to deliver this program.

ADVISORY BOARD IMPLEMENTATION TOPICS

I Types of Positions

II Identifying Knowledege and Skills Needed - Competencies

III Internships/Job Placements

- written agreement
- wage/pay agreement
- upward mobility
- placement commitment
- entry level
- career exploration
  - exposure to business culture
  - work experience
  - flexibility

IV Internship Model

- commitment for 2 summers
  - 75% work - 25% training
  - feedback for everyone
  - rotation?
  - entry level positions
  - written agreements of rights and responsibilities
  - students know the importance and the results of non-attainment

V Tour for Teachers, Students and Parents

- career days

VI Job Shadowing for High School and College Staff

- know the need for basic communication skills
- integration of math, science and communications

HOTEL-MOTEL/FOODSERVICE POSITION DESCRIPTIONS

HOUSEKEEPER reports to the Division Housekeeper or Executive Housekeeper and is reoponsible for the cleaning of guest rooms. The Housekeeper maintains housekeeping reports, and completes damage and theft reports. The Housekeeper loads his/her cart, strips and makes beds, dusts and vacuums guest rooms, cleans guest bathrooms, and restocks guest supplies. The Housekeeper maintains floors, handles guests belongings and follows correct entry/departure procedures to and from a guest room.

BELLHOP works under the Head Bellhop or the Front Desk Manager. The Bellhop guides guests to the front desk for registration. The Bellhop explains room amenities and delivers items to guest rooms. The Bellhop pages guests and maintains guest service logs. The Bellhop may also have light housekeeping duties in the main lobby/doorway area.

CONFERENCE SERVICE ATTENDANT prepares meeting and banquet rooms for conferences and group meals. The Conference Service Attendant interprets event orders under the supervision of the Front Desk Manager or the Catering Manager. The Conference Service Attendant arranges meeting and banquet rooms according to the event order and sets up the necessary audio/visual equipment. The Conference Service Attendant handles customer concerns and requests as they arise, and maintians service corridors and banquet lobby areas.

BAKER'S HELPER assists the Baker or Pastry Chef in a combination of duties including: bread making, pastry or dessert area such as gathering supplies, equipment, and ingredients; preparing ovens, pans and baking tins; shaping, scaling and forming breads; placing products in the ovens to bake and removing baked products; portioning and packaging products for service or sale. The Baker's Helper also may perform sanitation duties; wash pots, pans and equipment; and maintain the baking area.

SALAD BAR ATTENDANT performs tasks in the dining room and kitchen that are necessary to set up, maintain and clean up a salad bar area. Kitchen operations include maintaining an adequate supply of food items to keep up with customer usage. Dining room tasks include maintaining an adequate supply of food itmes to keep up with customer usage. Dining room tasks include refilling crocks/bowls, restocking dishes, wiping up and maintaining a clean salad bar area. The Salad Bar Attendant is supervised by the Dining Room Manager.

ADDITIONAL LISTINGS:

Hotel/Motel:
- Cashier
- Maintenance
- Night Manager
- Catering Manager
- Security
- Sales/Marketing
- Accounting
- Reservations Clerk
- Laundry
- Executive Housekeeper
- Front Desk Manager

Food/Beverage:
- Pantry Worker
- Sales Clerk
- Cashier
- Baker
- Short Order Cook
- Cafeteria Counter Attendant
- Fast Food Worker
- Manager
- Restaurant Cook
- Dining Room Attendant
- Host/Hostess
- Kitchen Helper
- Bartender
- Wait Person

FIRST DRAFT

Hotel-Motel Management/Foodservice Administration
skills and knowledges required for entry, retention, and advancement.

Employability Skills

Duty A: Job Seeking/Career Development Skills

Skills:

1. Identify requirements for job
2. Investigate educational opportunities
3. Investigate occupational opportunities
4. Locate resources for finding employment
5. Confer with prospective employers
6. Identify job trends
7. Internship
8. Identify career ladders to increase salary opportunities
9. Identify the broad range of jobs available in the industry
10. Identify drawbacks of the industry

Duty B: Applying Employment Seeking Skills

Skills:

1. Locate job openings
2. Document skills and abilities (resume)
3. Prepare for interview
4. Participate in interview
5. Complete required tests
6. Complete required forms

7. Write an application letter
8. Write a follow-up letter
9. Write an acceptance letter
10. Evaluate job offer
11. Evaluate job rejection
12. Awareness of the need for multi-language skills
13. Ability to listen
14. Ability to sell yourself
15. Ability to promote self-confidence

Duty C: Interpreting Employment Capabilities

Skills:

1. Match interest to job area
2. Match aptitude to job area
3. Verify abilities
4. Identify immediate work goal
5. Develop career plan
6. Recognize physical requirement of job
7. Recognize potential to overcome deficiencies
8. Presentation skills - speech/marketing

Duty D: Demonstrating Appropriate Work Behavior

Skills:

1. Exhibit dependability
2. Demonstrate punctuality
3. Follow rules and regulations

4. Recognize the consequences of dishonesty
5. Complete assignments in accurate and timely manner
6. Control emotions
7. Assume responsibility for own decisions and actions
8. Exhibit pride and loyalty
9. Exhibit ability to handle pressure and tension
10. Demonstrate ability to set priorities
11. Demonstrate problem-solving skills
12. Civic and community involvement

Duty E: Maintaining Safe and Healthy Environment

Skills:

1. Comply with safety and health rules
2. Select correct tools and equipment
3. Utililize equipment correctly
4. Demonstrate work safety
5. Use appropriate action during emergencies
6. Maintain clean and orderly work area
7. Demonstrate personal hygiene and grooming skills
8. Apply first aid
9. Apply CPR
10. Apply abdonminal thrust method
11. Recognize your role and the benefit of maintaining a safe and healthy working environment

Duty F: Maintaining Business-Like Image

Skills:

1. Participate in company or agency orientation
2. Demonstrate knowledge of company or agency products and services
3. Exhibit positive behavior
4. Read current job-related publications
5. Support and promote employer's company image and purpose
6. Maintain appearance to comply with company standards
7. Maintain/begin relationship with trade, civic, and professional organizations
8. Dress for success

Duty: G Maintaining Working Relations with Others

Skills:

1. Work productively with others
2. Show empathy, respect, and support for others
3. Demonstrate procedures and assist others when necessary
4. Recognize, analyze, and solve or refer problems
5. Minimize occurence of problems
6. Channel emotional reaction constructively
7. Recognize job stress and develop a positive work environment
8. Share job knowledge with others
9. Maintain a positive attitude

Duty H: Communicating of the Job

Skills:

1. Read and comprehend written communications and information

2. Use correct grammar
3. Speak effectively with others
4. Use job-related terminology
5. Listen attentively
6. Write legibly
7. Use telephone etiquette
8. Follow written and oral directions
9. Ask questions
10. Locate information in order to accomplish task
11. Prepare written communication
12. Utilize keyboarding skills
13. Utilize computer skills
14. Awareness of computer application
15. Demonstrate the hospitality mentality
16. Suggestive selling
17. The adoption of basic conversational skills

Duty I: Adapting to Change

Skills:

1. Recognize need to change
2. Demonstrate willingness to learn
3. Demonstrate flexability
4. Participate in continuing education
5. Seek work challenges
6. Adjust career goals/plan as needed
7. Demonstrate ability to create and innovate on the job
8. Seek positive approach before weighing negative impacts

9. Accept constructive criticism

10. Willingness to take risk

Duty J: Understanding How a Business Works

Skills:

1. Recognize the role of business in the enterprise system
2. Identify general responsibilities of employees
3. Identify general responsibilities of management/employers
4. Investigae opportunities and options for business ownership
5. Identify planning processses needed to open a business
6. Knowledge of liability issues; i.e., liquor, labor laws
7. Knowledge of equal opportunity, affirmative action, and related personnel issues
8. Legal issues and responsibilities
9. Participation at meetings
10. Understanding governmental/regulatory programs affecting and serving business
11. Realize ability to affect legislative process
12. Awareness of ability to affect business policies

Duty K: Performing Mathematical Skills

Skills:

1. Apply mathematics for problem-solving
2. Add and subtract whole numbers, decimals, and fractions
3. Multiply and divide whole numbers, decimals, and fractions
4. Convert numbers between forms expressed as fractions, decimals, and percents
5. Convert between standard American units of measure
6. Convert between standard American units and metric units

7. Ability to do simple computations without a calculator

8. Bookkeeping

9. Make resonalble estimates

10. Use values from graphs, maps, and tables

11. Compare numerical values

12. Apply geometric values

13. Use formulas correctly

14. Construct diagrams, tables, and records

15. Use elementary statistics

16. Use instruments to solve problems:
    Guages, Meters, and Scales
    Calculators
    Computers

Duty L: Leadership Skills (Supervisory)

Skills:

1. Discuss with subordinates their needs and goals and the ways their jobs can be structured to achieve them

2. Make clear what the job expectations are and the criteria by which they will be evaluated

3. Give subordinates a sense of worth to the organization and enough freedom with responsibility to execute duties

4. Provide constant feedback on the quality and quantity of work performance (employer)

5. Provide subordinates proportionately greater responsibility

CHICAGO CITY-WIDE COLLEGE
CITY COLLEGES OF CHICAGO
TECH PREP EDUCATION/PRIVATE-SECTOR
PARTNERSHIP AGREEMENT

Chicago City-Wide College has been awarded a grant to develop a written 2+2+2 Tech Prep model for students interested in Hotel-Motel Management and Foodservice Administration careers. This model will include sequenced pathways for study incorporating articulated applied academic courses and vocational-technical courses. Multiple entry/exit points will be indentified in order to prepare students for hospitality employment in selected program areas.

It is agreed that academic concepts in mathematics, science, and communications will be identified and an attempt will be made to integrate these concepts into post-secondary levels.

A well prepared future labor force is dependent upon equal commitment from both education and the private sector. Employers working with Tech Prep must clearly identify and communicate their performance standards. These standards will include not only technical skills, but also expectations in reading, science, math, and communications. Tech Prep educators will design learning experiences to ensure students meet these expectations and certify that completers are ready to enter the workforce.

Employers must not only identify and communicate performance standards, but be willing to provide incentives to make Tech Prep attractive to students. These incentives may include:

a. Priority considerations for employment.

b. Wage and/or advancement incentives.

c. Support for continued work-related training and education.

d. Paid internships or employment for students during the school year or summer while enrolled in a program.

e. Scholarships to post-secondary schools.

In addition, employers inform the public of Tech Prep opportunities and encourage enrollment in the program. Further, they provide training slots and work with educators to ensure appropriate learning experiences.

We have read the above and agree to offer the following incentives to Chicago City-Wide College Tech Prep Graduates: (Please circle the leters from the above incentives.)

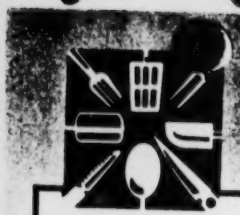
Signature _____ Date _____

Typed Name _____

Name of Organization _____

Address _____

Telephone _____



Foodservice Administration ...

	SEMESTER 1	SEMESTER 2
Associate in Applied Science Degree (65 credit hours)	***HI 104**—Introduction to the Hospitality Industries (3 hours) ***FSA 106**—Quantity Food Preparation I (3 hours) ***FSS 222**—Foodservice Sanitation (2 hours) **BUS 101**—Fundamentals of Accounting (3 hours) **ENG 101**—Composition (3 hours) General Education Elective (3 hours)	***HI 131**—Hospitality Industry Accounting (3 hours) ***FSA 206**—Quantity Food Preparation II (3 hours) **CWE 101**—Cooperative Education Exploration (3 hours) **BP 109**—Microcomputer Applications for Business (3 hours) General Education Elective (3 hours)
Advanced Certificate—Foodservice Administration (32 credit hours)	**HI 104**—Introduction to the Hospitality Industries (3 hours) **FSS 222**—Foodservice Sanitation (2 hours) **FSA 106**—Quantity Food Preparation I (3 hours)	**ENG 101**—Composition (3 hours) **FSA 206**—Quantity Food Preparation II (3 hours) **CWE 101**—Cooperative Education Exploration (3 hours)
Basic Certificate—Food Preparation (17 credit hours)	**HI 104**—Introduction to the Hospitality Industries (3 hours) **FSS 222**—Foodservice Sanitation (2 hours) **FSA 106**—Quantity Food Preparation I (3 hours)	**ENG 101**—Composition (3 hours) **FSA 206**—Quantity Food Preparation II (3 hours) **CWE 101**—Cooperative Education Exploration (3 hours)

*Requirement for Diploma Program

The above is a suggested course sequence.

FOODSERVICE SKILLS TRAINING

In addition to the above Foodservice Administration credit courses, hospitality career studies offers a series of ten-week programs to equip students with basic skills, knowledge and hands-on experience needed for entry-level jobs in Chicago's food-service industry. Programs currently offered include Pantry Worker, Short-Order Cook, and Waiter-Waitress.

37

... Course Requirements

NHEA
Member
Northern Illinois
Hospitality Educators Association

SEMESTER 3	SEMESTER 4	
***HI 205**—Hospitality Industry Purchasing (3 hours) **HI 269**—Principles of Management in the Hospitality Industries (3 hours) ***HI 271**—Hospitality Industry Personnel Management and Training (3 hours) **FSA 120**—Foodservice Merchandising (3 hours) General Education Elective (3 hours)	***HI 211**—Hospitality Industry Law (3 hours) ***HI 231**—Marketing for the Hospitality Industries (3 hours) **FSA 289**—Managing a Foodservice Operation (3 hours) **CWE 105**—Business Technologies (6 hours) General Education Elective (3 hours)	**Associate in Applied Science Degree** (65 credit hours)
HI 205—Hospitality Industry Purchasing (3 hours) **HI 269**—Principles of Management in the Hospitality Industries (3 hours) **FSA 120**—Foodservice Merchandising (3 hours)	**CWE 105**—Business Technologies (6 hours) General Education Elective (3 hours)	**Advanced Certificate—Foodservice Administration** (32 credit hours)
		Basic Certificate—Food Preparation (17 credit hours)

Consult program coordinator for individual course sequence approval.

FOODSERVICE SKILLS TRAINING

New entry-level jobs are created daily as the industry expands. If you, or someone you know, would be interested in learning more about these employment skill programs, call (312) 451-2000. Or write Dawson Technical Institute, 3901 South State Street, Chicago, Illinois 60609.

BEST COPY AVAILABLE

38

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title:	HI 104 - Introduction to the Hospitality Industries
Catalog Description:	Examination of the multi-disciplinary fields which comprise the hospitality industries: Hotel-Motel, Foodservice, Travel-Tourism; history and organization of the hospitality industries, with emphasis on career opportunities, economic projections and industry trends.
Prerequisite:	Eligibility for English 101 - Composition or Consent of Program Coordinator.
Credit/Contact Hours:	Three (3) credit hours; three (3) contact hours
Schedule:	Class duration - one semester
Clientele Served:	Students preparing for or considering a career in the Hospitality Industries; current Hospitality Industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Hotel-Motel Management, Foodservice Administration, Travel-Tourism.
Textbooks:	Introduction to Management in the Hospitality Industry, Third Edition, Thomas F Powers, John Wiley & Sons, 1988
Objectives:	At the conclusion of this course, students should be able to:

1. Define hospitality as it pertains to the three component industries and the advantages of a "hospitality approach" to guests and to industry employees.
2. Trace the history and development of each hospitality industry from its beginning to the present, with emphasis on key events in industry development.
3. Describe the internal organization and services provided by each hospitality industry, and in units of each industry, as well as principal interrelationships among the industries.
4. Identify major career ladders within the hospitality industries and describe their principal duties, responsibilities, training and experience requirements.
5. Describe current and projected industry and economic trends and their effect on career opportunities in each industry.
6. Identify specific industry careers.

Units of Instruction:

1. Introduction (1 session) Chapter 1

   A. Introduction to the Chicago Hospitality Institute-
   Purpose, divisions, procedures (grading,
   withdrawal etc.) Personnel
   Presentation of course objections and introductions
   to hospitality and its historical and current role

   B. Introduction to the hospitality industry
   Define and past history
   Why we study hospitality
   Divisions in hospitality-foodservice, lodging,
   travel & tourism.
   Growth of the hospitality industry and factors
   affecting growth

   C. Career paths and opportunites. Growth patterns
   and projections in the hospitality industries -
   employment projections and opportunities, jobs
   and careers

2. Studying and Time Management (1 session)

   A. Time Management
   Why we need to control time
   Getting control
   Organizing
   Fitting everything in

   B. Study Skills and test taking
   Attitude
   Hearing us listening
   Taking notes
   How to study
   Taking tests

3. Hotel-Motel Industry Chapters 6,7,8,9

   A. History, size, scope, importance; introduction
   to hotel-motel operations
   History of innkeeping
   Business philosophy, psychology
   Human relations
   House division and organization
   Role of the General Manager and Resident
   Manager
   Front Office - organization, procedures,
   staff
   Special areas - bell stand, switchboard,
   security

   B. The Hotel as a Business

   C. Hotel Organization
   Functions of job divisions
   Credit policies - cashiers, billing and guest
   transactions

Sales - organization, duties of sales department, including duties and procedures, types of sales, marketing, advertising and public relations
Food and beverage organization - functions of kitchen, dining room, catering, room service
Staffing
Menu planning
Purchasing
Receiving
Equipment and service
Housekeeping and engineering - organization, functions and duties

D. Executive Housekeeper
Chief engineer
Linen room
Laundry
Supplies
Maintenance and engineering functions and service

E. Accounting
Functions and duties
Staffing and operation
Controller, bookkeeper, night auditor, reports

Special topics
Summer and ski resorts
Marinas
Casinos
Cruise ships
Health spas
Employment outlook

4. Foodservice Industry-Chapters 2,3,4,5

A. History, size, scope, projections. Definition of fast food industry, coffee shops, family restaurants. Atmosphere specialty operations. History of "food away from home" and organization of the industry with commercial and institutional focus. Projections, industry trends and opportunities for employment
B. Foodservice as business
C. Organizations, divisions of jobs, contact feeding and vending - business and industry, school and college, health-care, recreation foodservice, catering
D. Industry trends, projections, and growth opportunities for employment. Organization of chains and individual operations. The front and back of the house, departmental organization, functions, staffing
E. Beverage Management- DUI legislation, spirits, wines, service and control

5. Travel-Tourism-Chapters 10,11,12
A. Modes of transportation - brief history and definition, economic impact of tourism, especially in Chicago and Illinois
Careers in travel

Economic expectations
Duty expectations
Diversity of careeer directions
Ethics and professionalism
Skills needed for success
Specifics of instructor's career

Distribute syllabus including city and carrier codes to memorize

B. Specific career directions
Food and catering
Travel agency employment
Car rental industry
Cruise line employment
Support industries
Trains and bus lines
Sales and Marketing careers

Assign written project - should include an opinion section as well as research and creativity
Begin learning project, instructor's selection within these guidelines:
Achieveable skill for all students
Low cost - not requiring investment in a textbook
Suitable for classroom study
Suitable for inclusion in final examination

C. Resources and tools used in travel-tourism
Tourist offices
Maps, atlas
Official Airline Guides
Newspapers
Brochures, advertising
Wholesalers
Computer reservations systems

D. How travel agencies operate
Legalities
Ethics
Generating business and retaining accounts
Specialization within the agency
Accounting functions
Interaction with co-workers and suppliers
A typical day in an agency - walk-through

E. Review, discuss and answer questions about project

Method of Instruction: Classroom lectures by a team of three industry-experienced professionals, supplemented by group discussions, field trips and special presentations by guest industry leaders.

Method of Evaluation:

Hotel-Motel Section	33.3%
Foodservice Section	33.3
Travel-Tourism Section	33.3
Total	100.0%

Each section instructor has the option to design the method of evaluation; grade determination must include attendance, homework and/or projects and quizzes as components of the grading structure.

September 16, 1988 sl

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: FSA 106 - Quantity Food Preparation I

Catalog Description: Study of principles, methods and techniques involved in quantity preparation of appetizers, sandwiches, salads, soups, stocks and sauces, meats, seafood, poultry, eggs, milk and cheese, bakery products, desserts and beverages; practical experience in proper and safe use of tools, materials and quantity foodservice equipment.

Prerequisite: Hospitality Industry 104 - Introduction to the Hospitality Industries, Foodservice 222 - Foodservice Sanitation or concurrent enrollment in HI 104, FS 222 or Consent of Program Coordinator.

Credit/Contact Hours: Three (3) credit hours; four (4) contact hours

Schedule: Class duration - one semester

Clientele Served: Students preparing for or considering careers in the Foodservice industry; current Foodservice industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Foodservice Administration.

Textbook: Quantity Food Production, Planning and Management, John B. Knight and Lendal H. Kotschevar, CBI Publishing, Inc., 1979

Objectives: At the conclusion of this course, students should be able to:

1. Properly and safely handle, use and maintain kitchen equipment.
2. Properly and safely handle, use and maintain kitchen knives.
3. Identify food products used in commercial foodservice.
4. Properly determine the proper cooking methods for various foods.
5. Properly handle and store various types of foodstuffs.

Units of Instruction:

1. Presentation of facilities (1 session)
   - A. Tour of facility
   - B. Discussion of floor lay-out and placement of equipment
   - C. Levels of organization within a kitchen and responsibilities

2. Nutrients, sanitation and safety, menu planning (1 session)

A. Major nutrient groups in regards to food preparation, diets
B. Sanitation, foodborne illness, food protection and storage, personal hygiene
C. Safety, responsibilities and legal views
D. Proper labeling and truth-in-menu
E. Menu planning, design and production
F. Proper equipment cleaning

Chapters 1, 2, 3

3. Producing a menu, food cost (1 session)

A. Costing out menu prices to include a profit
B. Maxiumum use of equipment and personnel
C. Standardization of recipes and portions
D. Yield and quality tests
E. Necessary equipment

Chapters 4 & 5

4. Purchasing, receiving, storing and issuing food (1 session)

A. Classification of markets
B. Buying methods
C. Determination of purchasing needs
D. Establishment of specifications, use and value
E. Receiving practices
F. Storage of food-refrigerated, frozen, dry
G. Issuing controls

Chapters 6 & 7

5. Cooking principles (1 session)

A. Heat transfer, conduction, convection and radiation
B. Moist methods (with liquid)
C. Dry methods (without liquid)
D. Energy management

Chapter 8

6. Service and merchandising food (1 session)

A. Seated foodservice
B. Self service system
C. Merchandising special day celebrations, holidays
D. Special menu item promotions
E. Creating atmosphere and promotional materials.

Chapter 9

7. Appetizers and sandwiches (1/2 session)

A. Appetizers, canapes, dips, hors d'oeuvres
B. Sandwiches, equipment and tools needed
C. Different breads, spreads, fillings and garnishes
D. Storages and advanced preparation of appetizers and sandwiches

Chapter 10

8. Soups, stocks and sauces (1 1/2 sessions)

A. Stocks - preparation methods:
Brown stock
White stock
Chicken stock
Fish stock
Chapter 11

B. Storage and care after preparation of stocks
C. Preparation of soups, consistency, seasoning and garnish
D. Preparation of soups, consistency, seasoning and garnish
E. Soup service including care of soups and portion control
F. Stocks-thickening agents, roux, eggs, beurre manie', starches
G. Sauces-brown, bechamel, veloute, tomato, hollandaise

9. Salads and salad dressing (1/2 session)

A. Salad as appetizers, main dish or dessert
B. Salad ingredients-salad greens, fruits and vegetables, starches, gelatin
C. Salad dressings, french, mayonnaise, cooked and/or boiled

10. Fruits and vegetables (1 session)

A. Classification, types(canned, dried, fresh, frozen), availability
B. Purchasing-grades, sizes
C. Storage, temperature, humidity and ventilation
D. Cooking methods
Chapter 13

11. Seafood

A. Fish and shellfish on menu
B. Purchasing-inspection and grade marks-fresh, frozen, canned
C. Handling and storage
D. Cooking methods-baking, boiling, broiling, deep fat frying, pan frying, sauteing, poaching, steaming
E. Serving seafood

17. Beverages (1/2 session)

A. Coffee - preparation and quality
B. Tea - preparation and quality
C. Cocoa
D. Punches - tea and fruit based
E. Serving and merchandising

Chapter 20

18. Table service (1/2 session)

A. Types of service
B. Table settings

Method of Instruction: Classroom lectures and demonstrations, plus laboratory sessions which provide opportunities for hands-on application of subject matter presented in lectures, textbook and demonstration, and which utilize quantity food preparation equipment, methods and techniques.

Method of Evaluation:

Mid-term Examination	20%
Class performance, attendance	30
Homework assignments/quizzes	15
Final Examination	35
Total	100%

Class	Session	
1	1	Presentation of facilities
2	2	Nutrients, Sanitation and Safety, Menu Planning
3	3	Producing a Menu, Food Costs
4	4	Purchasing, Receiving, Storing and Issuing
5	5	Cooking Principles
6	6	Service and Merchandising Food
7	7	Appetizers and Sandwiches
	8	Soups, Stocks and Sauces
8	8	Soups, Stocks and Sauces (continued)
9	9	Salads and Salad Dressings
		Mid-term Examination
10	10	Fruits and Vegetables
11	11	Seafood
	12	Meats
12	12	Meats
	13	Poultry
13	14	Eggs, milk and cheese
14	15	Bakery Products
15	16	Desserts
16	17	Beverages
	18	Table service
17		Final Examination

May 14, 1987 sew

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title:	FSS 222 - Foodservice Sanitation
Catalog Description:	Sanitation in preparation and service of food; sanitation chemicals, equipment and materials; ordinances and inspection procedures to ensure sanitary dispensing of food.
Prerequisite:	Eligibility for English 101 - Composition or Consent of Program Coodinator.
Credit/Contact Hours:	Two (2) credit hours; two (2) contact hours
Schedule:	Class duration - ten weeks
Clientele Served:	Students preparing for or considering a career in the Hospitality industries; current hospitality industry employees seeking to broaden their knowledge and qualifications; students in AAS and certificate programs in Foodservice Administration and Hotel-Motel Management.
Objectives:	At the conclusion of this course, students should be able to: 1. Define sanitation and sanitary conditions. 2. Identify the sanitation hazards present in foodservice establishments. 3. Outline control measures essential for sanitation and sanitary conditions. 4. Formulate preventative measures, ensuring a sanitary foodservice establishment. 5. Demonstrate this knowledge by receiving a score of 75% or above on the NIFI Sanitation Examination and successfully passing the classroom assignments and examinations.

Method of Instruction:

Lecture	80%
Audio Visual	20%
	100%

December 15,1989 sml

CHICAGO CITY-WIDE COLLEGE
226 W. Jackson Boulevard
Chicago, IL 60606-6997

DEPARTMENT - 30

BUSINESS 101 - FUNDAMENTALS OF ACCOUNTING

Credit Hours: Three

Contact Hours: Three

Course Length: One Semester - 18 Weeks

Prerequisites: Business 141 or Mathematics 111 or 140 or concurrent registration in one of those courses or satisfactory score on placement test or consent of department chairperson.

Catalog Description: Introduction to general accounting. Includes journalizing, posting, trial balances, classification of accounts, columnar records, negotiable instruments, control accounts, adjustments, work sheets, financial statements and closing the books.

Course Objectives:

1. To examine accounting concepts and generally accepted accounting principles.
2. To explain accounting terminology.
3. To examine the sole proprietorship and corporate forms of business and illustrate how accounting records and reports are prepared for these types of businesses.
4. To explain how accounting records and financial reports are prepared for service and merchandising type businesses.
5. To apply accounting principles to actual business situation by solving accounting problems in the textbook.

(Business 101 - continued)

Course Outline:

1. General discussion of the scope of accounting and the specialized areas within accounting, such as taxes, auditing, cost accounting, financial accounting.
2. Balance Sheet equation.
3. Business Entity Concept and Cost Principle.
4. Preparation of Income Statement, Capital Statement and Balance Sheet.
5. Preparation of journal entries for service and merchandising companies.
6. Adjusting journal entries for service and merchandising companies.
7. Closing journal entries for service and merchandising companies.
8. Preparation of worksheets. The use of worksheets to prepare financial statements and closing entries.
9. Business transactions which are unique to a merchandising type business. Ledger accounts used to record these transactions.
10. Cash discounts and trade discounts.
11. Special journals.
12. Control accounts and subsidiary ledgers.
13. Accounts receivable and estimating uncollectible accounts expense.
14. Interest-bearing and noninterest-bearing notes. How debtor and creditor record these types of notes on their records.
15. Use of Voucher System to improve control over cash payments within a business.
16. Bank reconciliation.
17. Operation of a petty cash fund.
18. Payroll taxes. Journal entries to record payroll taxes on the books of the company.

(Business 101 - continued)

Clientele for Course:

1. Students majoring in accounting (Associate in Applied Science Degree in Accounting) or students seeking the Basic or Advanced Certificate in Accounting.
2. Other business majors or data processing majors.
3. Individuals employed in business who wish to improve their accounting knowledge.
4. Other persons wishing to acquire additional information about accounting and how it relates to their job and career.

Methods of Evaluating Student Performance:

1. Three 50 minute exams covering the following chapters:
   a. Test #1 - Chapters 1-3
   b. Test #2 - Chapter 4, 5, 6
   c. Test #3 - Chapters 7, 8, 9, 12
2. Final exam on all ten chapters covered in the course.

Type of Instruction Used:

1. Lecture
2. Class discussion of accounting problems assigned for homework.
3. Use of overhead projector to show author's solution to the accounting problems in the text.

Textbooks:

Accounting Principles, 15th edition, 1987, by Fess/Warren, South-Western Publishing Company

Working Papers for Chapter 1-14

Practice Set I - Blanks and Business Papers - Top Ten Sporting Goods Company.

CHICAGO CITY-WIDE COLLEGE
CITY COLLEGES OF CHICAGO

Syllabus

ENGLISH 101 COMPOSITION

Course Description:	This course is designed to develop skills in the reading and writing of expository essays, with emphasis on description, narrative, cause and effect, and argument.
Text:	The Little, Brown Handbook Patterns of Exposition Webster's New World Dictionary or other recent dictionary Roget's College Thesaurus (optional)
Objectives:	Students will improve their abilities to analyze works of prose, with special attention purpose, meaning, style, structure, and methods of imagery and argument. Students will develop their own topics into thesis statements and be able to produce a finished essay.

Units of Instruction:

Week 1	Importance of written communication, titles, manuscript form, basic format, impromptu writing. LBH 108-115 LBH 266-270
Week 2	Basic sentence, recognition of subject and verb, end punctuation, topic sentence development, subject verb agreement LBH 163-170, writing process, LBH 46-49, POE 273-279
Week 3	Paragraph development and organization with emphasis on transitions LBH 62-64, sentence fragment LBH 184-189, sentence combining and coordination conjunctions LBH 134-136 punctuation in compound sentence and series LBH 271-273 279-281, POE 289-294
Week 4	Narrative paragraph, revision activities, run-on sentence, comma splice, verb phrase, semicolon LBH 289-295, POE 249-257
Week 5	Descriptive paragraph, sentence combining-subordination LBH 121-134 punctuation of restrictive and non-restrictive clauses LBH 275-277, POE 176-181
Week 6	Process analysis paragraph, verb phrase, pronoun agreement LBH 170-173, POE 168-176
Week 7	Midterm Exam, basic essay structure and introductory paragraph LBH 19-27, noun clause, tense LBH 155-159, POE 107-112
Week 8	Comparison and Contrast LBH 72-23, adjective and adverb, apostrophe LBH 297-301, noun plural, POE 90-98

Week 9	Dangling modifier LBH 215-217, parallelism LBH 240-246, essay beginnings, POE 74-83.
Week 10	Classification paragraph LBH 70-71. POE 48-51.
Week 11	Essay endings, capitalization LBH 320-326, quotations LBH 301-309, POE 20-29.
Week 12	Business formats letters and memos LBH 476-479, POE 297-303.
Week 13	Methods of development--induction and deduction LBH 100-102, POE 311-316.
Week 14	Methods of development--Special effects.
Week 15	Methods of development part 2
Week 16	Review of development strategies

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: HI 131-Hospitality Industry Accounting

Catalog Description: Study of specific applications of basic accounting principles for the hospitality industry. Includes analysis and interpretation of financial statements, food, beverage and labor cost control, ratio analysis.

Prerequisite: HI 104 - Introduction to the Hospitality Industries and Business 101 - Fundamentals of Accounting or Consent of Program Coordinator.

Credit/Contact Hours: Three (3) credit hours; three (3) contact hours

Schedule: Class duration - one semester

Clientele Served: Students preparing for or considering a career in the Hospitality Industries; current Hospitality Industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Hotel-Motel Management, Meeting and Convention Planning Foodservice Administration, or Travel-Tourism.

Textbook: Hospitality Management Accounting, Third Edition, Micheal M. Coltman, CBI Publishing Company, Inc., 1987

Objectives: At the conclusion of this course, students should be able to:

1. Accurately interpret a financial Statement.
2. Accurately price room, food, beverage and labor costs.
3. Make sound financial judgments based on an understanding of cash and cost management.
4. Understand and utilize benefits of good internal controls.

Units of Instruction

1. Accounting Review (2 sessions)
   - A. Review of basic accounting principals, business entity concept, the going concern concept, the money concept
   - B. Calculate depreciation
     - Straight-line method
     - Declining balance method
     - Sum-of-the-year digits method
     - Units of production method
   - C. Balance sheet
   - D. T-accounts, trial balance, and adjusting entries

2. Understanding Financial Statements (1 session)

   A. The main purpose of financial statements and the value of a uniform system of accounts
   B. Definition and application of direct and indirect expenses
   C. Define and calculate retained earnings

3. Analysis and Interpretation of Financial Statements (1 session)

   A. Balance sheet and income statement analysis - comparative
   B. Average check, average cost and average income per guest
   C. Trend results

4. Ratio Analysis (1 session)

   A. Introduction of ratios - value and usage
   B. Current liquidity ratios - long term ratios

5. Internal Control (2 sessions)

   A. Definition and purpose of internal control
   B. Basic requirements and principles
   C. Definition and purpose of accounting documents used in internal control
   D. Petty cash
   E. Bank reconciliation

6. "Bottom Up" Pricing (1 session)

   A. Concept of net income as a form of cost
   B. Information necessary and calculation of average check, menu pricing, menu mix, turnover
   C. Information necessary and calculation of room rates, average room rate, occupancy level

7. Food, Beverage and Labor Cost Control (1 session)

   A. Inventory and requisition cards
   B. Standard recipes, standard portions, calculation of menu prices
   C. Jobs description, jobs evaluations and relation to labor cost control

8. Cost Management (1 session)

   A. Define major types of cost - direct, indirect and discretionary costs
   B. Prorate indirect costs to operating departments
   C. Decisions based on knowledge of fixed and variable costs

9. CVP Approach (1 session or less)

   A. Definition of CVP - Cost-Volume-Profit Analysis
   B. CVP equation - applications in sales levels

10. Budgeting (1 session)

A. Definition, advantages and disadvantages of budgeting
B. Budget cycle theory and practical applications
C. Comparison of budgeted and actual income, costs and profit

11. Working Capital (1 session)

A. Definition of working capital
B. Sources and uses or working capital
C. Statement of changes in working capital

12. Cash Management (1 session)

A. Concept of cash flow and differences from net income
B. Cash disbursements, cash receipts, negative cash flow
C. Long and short term cash flow
D. Long and short term asset management
E. Discounted cash flow

Method of Instruction: Classroom lectures augmented by examples of actual financial documents. Presentation by industry professionals when applicable.

Method of Evaluation:

Mid-term Examination	25%
Classroom Quizzes	25
Homework	10
Attendance	10
Final Examination	30
Total	100%

Percent grades will be converted to letter grades:

90 - 100	A
80 - 89	B
70 - 79	C
60 - 69	D
59 - Below	F

Chapter Assignments

1. One - Accounting Review
2. One - Accounting Review
3. Two - Understanding Financial Statements
4. Three - Analysis & Interpretation of Financial Statements
5. Four - Ratio Analysis
6. Five - Internal Control
7. Five - Internal Control
8. Mid-term Examination
9. Six - Bottom Up Approach to Pricing
10. Seven - Introduction to Food, Beverage & Labor Cost Control
11. Eight - Cost Management
12. Nine - CVP Approach to Decisions
13. Ten - Budgeting
14. Eleven - Working Capital
15. Twelve - Cash Management
15. Thirteen - Investment Decision
16. Final Examination

November 8, 1989 sml

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: FSA 206 - Quantity Food Preparation II

Catalog Description: Application of principles of quantity food preparation in foodservice operations, including their relationship to marketing, menu planning, purchasing and service of foods. Emphasis on food presentation, time and money management, sanitation, nutrition and safety. Taught by a certified chef.

Prerequisite: HI 104 - Introduction to the Hospitality Industries, FSS 222 - Foodservice Sanitation and FSA 106 - Quantity Food Preparation I or Consent of Program Coordinator.

Credit/Contact Hours: Three (3) credit hours; four (4) contact hours

Schedule: Class duration - one semester

Clientele Served: Students preparing for or considering careers in the Foodservice industry; current Foodservice employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Foodservice Administration.

Textbooks: Quantity Food Production Planning and Management, John B. Knight and Lendal H. Kotschevar, CBI Publishing, Inc., 1979

Objectives: At the conclusion of this course, students should be able to:

1. Identify the importance of nutrition, sanitation and safety within a foodservice facility.
2. Properly plan and produce a menu.
3. Properly purchase, receive, store and issue food.
4. Apply proper cooking principles and methods.
5. Prepare meats, soups and sauces, vegetables, appetizers, hors d'oeuvres, sandwiches.

Units of Instruction:

1. Overview of Nutrition, Sanitation and Safety (1 session)
   - A. Major nutrient groups in relation to balanced diets
   - B. Food protection and storage, personal hygiene
   - C. Safety
2. Planning and Producing a Menu (1 session)
   - A. Raw materials
   - B. Directing food selections
   - C. Production Sheet

3. Purchasing, Receiving, Storing and Issuing Food (1 session)

   A. Buying methods
   B. Selecting purveyors
   C. Quantity and quality
   D. Staple needs
   E. Standards for quality

4. Cooking Principles and Methods (1 session)

   A. Cooking with liquids (baking, blanching, braising, poaching, simmering, steaming, and stewing)
   B. Cooking without liquids (baking, barbequing, broiling, grilling, roasting, frying, deep frying, and sauteing)

5. Serving and Merchandising Food (1 session)

   A. Seated foodservice (American, French, Russian, Banquet Service, Counter Service, Tray Service)
   B. Centralized and Decentralized Service
   C. Self-service
   D. Merchandising food (Training for employees)

6. Meats - Yield and Quality Tests (3 sessions)

7. Mid-term Examination (1 session)

8. Soups and Sauces (2 sessions)

9. Vegetables (1 session)

10. Appetizers, Hors d'oeuvres, Sandwiches (2 sessions)

11. Student Application of Course Contents (1 session)

12. Final Examination (1 session)

Method of Instruction: Classroom lectures and demonstrations, plus laboratory sessions which provide opportunities for hands-on application of subject matter presented in lectures, textbook and demonstration, and which utilize quantity food preparation equipment, methods and techniques.

Method of Evaluation:

Mid-term Examination	15%
Class performance, attendance	50
Homework assignments	10
Final Examination	25
Total	100%

May 15, 1987 sew

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title:	CWE 101 - Cooperative Education Exploration
Catalog Description:	Career planning, job entry skills, guidance to assist students in exploring and assessing their interests, aptitudes and abilities for consideration of career goals; development of skills necessary for job search success and job entry preparation.
Prerequisite:	HI 104 - Introduction to the Hospitality Industries and six (6) credit hours in the fields of Hotel-Motel Management, Meeting and Convention Planning Foodservice Administration or Travel-Tourism or Consent of Program Coordinator.
Credit/Contact Hours:	Three (3) credit hours; three (3) contact hours
Schedule:	Class duration - one semester
Clientele Served:	Students preparing for or considering careers in the Hospitality industries; current Hospitality industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Hotel-Motel Management, Foodservice Administration, Meeting and Convention Planning and Travel-Tourism.
Objectives:	At the conclusion of the course students should be able to: 1. Develop an understanding and appreciation of self as this understanding pertains to present and future career goals. 2. Attain familiarity with hospitality industry career paths and entry level positions available; commensurate salary levels; potential for advancement. 3. Understand pre-employment skills needed to insure job search success and job entry preparation. 4. Demonstrate working knowledge of potential employment avenues through observation in specialized career settings.
Method of Instruction:	Lecture/Discussions 50% Industry Speakers 10% Student Research 40% 100%

December 15, 1989 sml

Course Title: Data Processing 109
Microcomputer Applications

Catalog Description: This course will provide the student with Business Applications Examples in the areas of Wordprocessing, Spreadsheets, & Database. Laboratory experience includes current software packages in these areas.

Credit hours: Three Credit Hours

Clinetal: Students pursuing Basic or Advanced Certificates or Associate Degree. Students desiring specific experience in Wordprocessing, Spreadsheets and Database Applications.

Text: Learning to Use Wordperfect, Lotus 1-2-3, and dBase III plus by Shelley and Cashman
c 1989 Boyd and Fraser Publishing Co.

Course Objectives: To provide background and experience in main functional areas of Business Microcomputing. Applications include Wordprocessing, Spreadsheets & Database. To give students experience with projects involving specific Business Applications.

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: HI 205 - Hospitality Industry Purchasing

Catalog Description: Study of the organization and administration of quantity purchasing policies and procedures; specifications, inventory, buying, receiving and issuing of items used in hospitality operations.

Prerequisite: HI 104 - Introduction to the Hospitality Industries and six (6) credit hours in the fields of Hotel-Motel Management, Foodservice Administration, Meeting and Convention Planning or Travel-Tourism or Consent of Program Coordinator.

Credit/Contact Hours: Three (3) credit hours; three (3) contact hours

Schedule: Class duration - one semester

Clientele Served: Students preparing for or considering careers in the Hospitality industries; current Hospitality industry employees seeking to broaden their knowledge and qualifications; students in AAS and certificate programs in Hotel-Motel Management, Meeting and Convention Planning or Foodservice Administration.

Textbooks: Purchasing: Selection and Procurement for the Hospitality Industry, Second Edition, John M. Stefanelli, John Wiley & Sons 1985

Objectives: At the conclusion of this course, students should be able to:

1. Identify the purchasing function from the viewpoint of management.
2. Be aware of channels of distribution, ethics, buying techniques, specification writing and purchasing.

Units of Instruction:

1. History of Purchasing (1 session)
   - A. Differences among hospitality operations
   - B. Purchasing, selection, procurement
2. Sources of Products and Services (1 session)
   - A. Buyer's position in channels of distribution
   - B. Determining optional values and supplier services
   - C. Forces affecting the distribution system

3. Purchasing Function Objectives and Problems (1 session)

   A. Organization and administration of purchasing
   B. Buyer's job specification and job description
   C. Interaction with hospitality unit's personnel
      Review Assignment 1

4. Specifications (1 session)

   A. Who, what, why determines specification
   B. Benefits and pitfalls of specification purchasing
   C. Optional inventory level

5. Purchase Price Influence on Buyers (1 session)

   A. How to reduce price
   B. Optional payment policy
   C. Effects of too soon or too late

6. Locating Optional Suppliers for Ordering Procedures (1 session)

   A. Buying plan relationships of supplier - buyer, salesperson - buyer ordering procedures
   B. Purchase orders - change orders

7. Receiving Procedures (1 session)

   A. Essentials - invoices through satisfactory records to keep receiving costs low
   B. Good storage management
   C. Security problems
   D. Planned placement for rotation (FIFO)

8. Mid-term Examination and Project Presentation (1 session)

9. Produce, fresh, convenience items processed and other grocery items (1 session)

10. Dairy, Eggs, Poultry (1 session)

11. Meat and Fish (1 session)

12. Alcoholic/Non-Alcoholic Beverages (1 session)

13. Non-food Expense Items (1 session)

   A. Selection factors of items used in food preparation
   B. Cleaning supplies, china service, paper products and linen

14. Services (1 session)

Garbage disposal, Landscape, Snow Removal, Pest Control, Legal Bonding, Insurance, Advertising, Consulting

15. House items (1 session)

A. Trade periodicals and trade shows
B. Furniture/furnishing
C. Fabric items including carpeting, flooring

16. Project Due and Term Review (1 session)

17. Final Examination (1 session)

Method of Instruction: Primarily classroom lectures augmented by films, tours and trade shows.

Method of Evaluation:

Mid-term Examination	20%
Final Examination	30
Quizzes and special assignments	30
Attendance	20
Total	100%

November 8, 1989 sml

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: HI 269 - Principles of Management in the Hospitality Industries

Course Description: Application of basic management principles of human resource selection, motivation, training, direction and control in the hospitality industries. Consideration of the range of diverse employee talents which must efficiently blend if an industry operation is to compete and succeed financially. Specific treatment given to unique situations which challenge managers on a daily basis.

Prerequisite: HI 104 - Introduction to the Hospitality Industries and six (6) credit hours in the fields of Hotel-Motel Management, Foodservice Administration, Meeting and Convention Planning or Travel-Tourism or Consent of Program Coordinator.

Credit/Contact Hours: Three (3) credit hours; three (3) contact hours

Schedule: Class duration - one semester

Clientele Served: Students preparing for or considering careers in the Hospitality industries; current Hospitality industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Hotel-Motel Management, Foodservice Administration, Meeting and Convention Planning or Travel-Tourism.

Objectives: At the conclusion of this course, students should be able to:

1. Understand the basic functions and terminology of management as related to the challenges of the hospitality industry.
2. Acquire a knowledge of human wants and needs as a basis for the motivation of employees.
3. Appreciate the management tools that can be used to develop a cohesive work force with emphasis in the areas of employee recruitment, selection, training and development.
4. Recognize the need for handling disciplinary problems and employee grievances.
5. Develop an awareness of the boundaries imposed on management by employee unions and governmental regulations.

Students should have a basic grasp of the terminology and practical working concepts particular to the hospitality industry. Such knowledge will facilitate the understanding of examples used in the classroom.

Method of Instruction:

Lectures	80%
Group Discussion	10%
Industry Presentations	10%
Total	100%

December 15, 1989 sml

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title:	HI 271 - Hospitality Industry Personnel Management and Training
Catalog Description:	Study of personnel management principles from the viewpoint of a hospitality industry supervisor. Included is consideration of effective recruitment, selection, training, placement, appraisal, discipline, and career development programs and techniques in actual hospitality operations.
Prerequisite:	HI 104 - Introduction to the Hospitality Industries and six (6) credit hours in the fields of Hotel-Motel Management, Foodservice Administration Meeting and Convention Planning or Travel-Tourism or Consent of Program Coordinator.
Credit/Contact Hours:	Three (3) credit hours; three (3) contact hours
Schedule:	Class duration - one semester
Clientele Served:	Students preparing for or considering careers in the Hospitality industries; current Hospitality industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Hotel-Motel Management, Foodservice Administration, Meeting and Convention Planning and Travel-Tourism.
Objectives:	At the conclusion of the term the students will be able to: 1. Understand the role of a supervisor. 2. Set goals and objectives for themselves and their staff. 3. Know how to recruit, interview, select, and train employees. 4. Apply various methods of performance evaluation. 5. Understand the techniques of management. 6. Understand the current labor laws and their impact on the Hospitality industry. 7. Utilize progressive and constructive forms of discipline.

Method of Instruction: Primarily classroom lectures augmented by group case discussions. Presentations by industry professionals when applicable.

Method of Evaluation:		
	Lectures	80%
	Group Discussion	10%
	Presentations	10%
		100%

December 13, 1989 sml

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title:	FSA 120 - Foodservice Merchandising
Catalog Description:	Overview of foodservice merchandising, including menu planning and design, food presentation and decor, sales promotion and advertising, and employee sales training within various styles of foodservice operations.
Prerequisite:	HI 104 - Introduction to the Hospitality Industries, concurrent enrollment in HI 104 or Consent of Program Coordinator.
Credit/Contact Hours:	Three (3) credit hours, three (3) contact hours
Schedule:	Class duration - one semester
Clientele Served:	Students preparing for or considering career in the Foodservice industries; current Foodservice industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Foodservice Administration.
Objectives:	At the conclusion of this course, students should be able to:

1. Understand the relationship of foodservice merchandising to customer satisfaction and utilize the factors involved in menu planning.
2. Become knowledgeable of presenting food in an appetizing and appealing manner.
3. Develop an awareness of various advertising techniques.
4. Understand the importance of employee sales training in order to increase customer satisfaction.
5. Prepare a special foodservice promotional event, which includes menu selection, food presentation, and advertising.

Student Foodservice Merchandising Projects:

Students will be required to present to the class one of the following projects, or a similar project approved by the instructor:

1. Design a Specialty Foodservice operation promotion, including a description of the following:
   Serving area set up
   Steam line set-up including garnishing
   Plate presentation and garnishing
   Menu selection

   OR

2. Create a Special Promotion for a holiday or other celebration day, including the following:
   Menu selection
   Advertising
   Plate presentation
   Serving area presentation
   Description of employee costumes, music, creative props

Student will be required to choose one of the following "Personal Projects":

1. Maintain an ongoing journal containing examples of food service merchandising (collect nemu's ads from magazine/newpapers, surveys).

2. Submit an article to your companies headquarters for publication in their monthly newsletter.

3. Design and implement a series of plate presentations from your operation. Track the number of items sold prior to your design and afterwards. Record the impact on sales.

4. Plan and execute an employee sales training session at your foodservice operation or to the class.

Method of Instruction:

Lecture/slides/handouts & group discussion	65%
Merchandising Project	35%
	100%

December 18, 1989 sml

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: HI 211 - Hospitality Industry Law

Catalog Description: Study of the legal aspects of management in the hospitality industries. Emphasis on practical applications of law in industry operation including those involved in employee relations, food and liquor liability, patron civil rights, security and federal, state and local regulations.

Credit/Contact Hours: Three (3) credit hours, three (3) contact hours

Schedule: Class duration - one semester

Clientele Served: Students preparing for or considering a career in the Hospitality industries; current Hospitality industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Hotel-Motel Management or Foodservice Administration.

Textbook: Legal Aspects of Foodservice Management, John E. H. Sherry, First Edition, William C. Brown Publishing Co., 1984

Objectives: At the conclusion of this course, students should be able to:

1. Define hospitality related laws.
2. Identify the types of hospitality establishments the law governs.
3. Outline the rights and responsibilities which the law creates to protect hoth hospitality operators and customers.
4. Formulate preventative measures, avoiding legal entanglements.

Units of Instruction:

1. Introduction - History of Hospitality Law (1 session)
   Overview
   How law affects hospitality operators
   Chapter 1

2. Federal, State and Local Agencies (1 session)
   Areas where hospitality operators may be affected
   Chapter 2

3. Rights of Hospitality Operators (1 session)
   Admit or refuse patrons, responsibilities to avoid patron discrimination
   Development of reasonable, consistent house rules to insure reasonable enforcement, eliminating the possibility of civil rights discrimination
   Chapter 3

4. Liability Created by the Sale of Food, Beverage and Lodging Accommodations (1 session)

Management action to avoid liability claims
Chapter 4

5. Reasonable Care: Relation to Potential Operator Liability (1 session)
   Explanation of defenses for liability claims for injuries to patrons or their property
   Chapter 5

6. Federal, State and Local Regulations Affecting Employee Selection and Supervision (1 session)
   Employer rights and restrictions in handling employee encounters
   Chapter 6

7. Federal, State and Local Regulations Affecting Employees (1 session)
   Insurance
   Occupational health
   Safety
   Income tax
   Employer rights in dealing with employee benefits
   Chapter 7

8. Mid-Term Examination and Project Presentation (1 session)

9. Crimes Against Hospitality Operators (1 session)
   Committed by customers, trespassers and employees
   Measures for maintaining security
   Chapter 8

10. Contracts Commonly Found in the Hospitality Industry (1 session)
    Tests for legality, validity and enforceability of contracts
    Chapter 9

11. Property Ownership and Franchising (1 session)
    Acquisition
    Legal rights
    Responsibilities
    Restrictions
    Chapter 10
    Franchising
    Advantages, disadvantages
    Rights and obligations
    Anti-trust laws
    Chapter 11

12. Advantages and Disadvantages of Sole Proprietorships, Partnerships, Corporations, Non-profit and Not-for-profit Organizations (1 session)
    Chapter 12

13. Bankruptcy (1 session)
    Purpose, forms
    Rights and restrictions
    Reorganization
    Corporate reorganization uner Chapter 11
    Debt adjustment under Chapter 13

Chapter 13

14. Federal and State Court Systems (1 session)
    Structure
    Jurisdiction
    Out-of-court settlements
    Compromise, arbitration, mediation
    Chapter 14. 15

15. Lawyer Selection (1 session)
    Types of lawyers
    Fee payment
    Obligations and benefits
    Chapter 16

16. Final Examination (1 session)

Method of Instruction: Primarily classroom lectures augmented by guest presentations, films and tours.

Method of Evaluation:

Mid-term Examination	20%
Quizzes, special assignments	30
Attendance, participation	20
Final Examination	30
Total	100%

May 20, 1987 pvd

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: HI 231 - Marketing for the Hospitality Industries

Catalog Description: Study of marketing of hospitality products and services to meet consumer needs. Concentration on available marketing tools - pricing, advertising, personnel selling, sales promotion, public relations, channels of distribution. Emphasis on role of market research in identifying needs and tailoring product offerings to enhance consumer satisfaction and profit.

Prerequisite: HI 104 - Introduction to the Hospitality Industries, HM 102 - Hotel-Motel Sales Promotion or FSA 120 - Foodservice Merchandising and six (6) credit hours in the fields of Hotel-Motel Management, Meeting and Convention Planning, Foodservice Administration or Travel-Tourism or Consent of Program Coordinator.

Credit/Contact Hours: Three (3) credit hours; three (3) contact hours

Schedule: Class duration - one semester

Clientele Served: Students preparing for or considering careers in the Hospitality industries; current Hospitality industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Hotel-Motel Management, Foodservice Administration, Meeting and Convention Planning or Travel-Tourism.

Objectives: At the conclusion of this course students should be able to:

1. Identify the key aspects of the hospitality industry
2. Focus upon and delineate the various "publics" or types of customers which the industry attempts to serve profitably.
3. Understand the various wants and needs of these individual market segments.
4. Appreciate the various marketing tools available.
5. Understand the vital role that planning based on market research plays in the successful direction of firms in the hospitality industry.

Method of Instruction: Primarily classroom lectures augmented by group case discussions. Presentations by industry professionals when applicable.

Method of Evaluation:

Lectures/Group Case	95%
Discussion	5%
	100%

25

December 13, 1989 sml

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: FSA 289 - Managing a Foodservice Operation

Catalog Description: Study of the practical application of management principles in the day-to-day operation of a foodservice establishment. The course uses a case study approach to explore various available means to control expense: food and labor cost, operating expense, with focus on financial statements as a management tool. Particular attention is given to personnel management, including establishment of standards of productivity and employee discipline.

Prerequisite: HI 104 - Introduction to the Hospitality Industries, HI 269 - Principles of Management in the Hospitality Industries and six (6) credit hours in the field of Foodservice Administration or Consent of Program Coordinator.

Credit/Contact Hours: Three (3) credit hours; three (3) contact hours

Schedule: Class duration - one semester

Clientele Served: Students preparing for a management career in the foodservice industry who are familiar with principles of management and accounting concepts, and who have an overview of the challenges specific to the environment of the foodservice operation.

Objectives: At the conclusion of this course, the student should be able to:

1. Understand fully the multiple responsibilities and challenges of foodservice management.
2. Apply principles of personnel management to the day-to-day handling of employees.
3. Become proficient in the handling of financial statements for analysis and decision-making purposes.
4. Develop a methodology through case studies whereby challenges and problems in the workplace are anticipated rather than reacted upon.

Method of Instruction: Lectures and class discussions based on case studies. 100%

December 18, 1989 sml

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: CWE 105 - Business Technologies

Catalog Description: The concept of cooperative education, which combines classroom theory and practical on-the-job experience. This course has been designed to provide Chicago Hospitality Institute students with employment skills as a concurrent and integral part of their individually chosen educational programs.

Prerequisite: HI 104 - Introduction to the Hospitality Industries and twelve (12) credit hours in the fields of Hotel-Motel Management, Foodservice Administration Meeting and Convention Planning or Travel-Tourism or Consent of Program Coordinator.

Credit/Contact Hours: Six (6) credit hours; two (2) credit hours, classroom seminars and four (4) credit hours for work component

Schedule: Class duration - one semester

Clientele Served: Students preparing for or considering careers in the Hospitality industries; current hospitality industry employees seeking to broaden their knowledge and qualifications; students in AAS and certificate programs in Hotel-Motel Management, Foodservice Administration, Meeting and Convention Planning and Travel-Tourism.

Objectives: At the conclusion of this course, students should able to:

1. Develop, organize and prepare a professional resume and accompanying letter of introduction.
2. Apply the concepts of successful interviewing practices.
3. Analyze a prospective job objectively and with particular attention and concern for those details that may be decisive factors in determining subsequent on-the-job satisfaction for both the employee and employer.
4. List the elements of job success and the criteria for self-assessment, from pre-established performance-based objectives, of one's own on-the-job performance.
5. Identify sources of employment as they relate to individual job search efforts.

Method of Instruction: Classroom lectures and discussions, job interview simulations and role play, preparation of a co-op workbook, independent research assignments, student counsiling sessions with employment manager, student conferences.

Method of Evaluation:

Lecture/Discussion	25%
Job interview/Role playing/ Research/Student Conferences/ Counseling/Work book	75%
	100%

December 13, 1989 sml

Hotel-Motel Management ...

	SEMESTER 1	SEMESTER 2
Associate in Applied Science Degree (65 credit hours)	**HI 104**—Introduction to the Hospitality Industries (3 hours) **HM 102**—Hotel-Motel Sales Promotion (3 hours) **FSS 222**—Foodservice Sanitation (2 hours) **BUS 101**—Fundamentals of Accounting (3 hours) **ENG 101**—Composition (3 hours) General Education Elective (3 hours)	**HI 131**—Hospitality Industry Accounting (3 hours) **HM 103**—Food and Beverage Supervision (3 hours) **HM 201**—Front Office Management (3 hours) **CWE 101**—Cooperative Education Exploration (3 hours) **DP 109**—Microcomputer Applications for Business (3 hours)
Advanced Certificate—Front Office Management (30 credit hours)	**HI 104**—Introduction to the Hospitality Industries (3 hours) **ENG 101**—Composition (3 hours) **SP 101**—Fundamentals of Speech Communication (3 hours)	**HI 131**—Hospitality Industry Accounting (3 hours) **HM 201**—Front Office Management (3 hours)
Basic Certificate—Front Office Operations (15 credit hours)	**HI 104**—Introduction to the Hospitality Industries (3 hours) **SP 101**—Fundamentals of Speech Communication (3 hours)	**HM 201**—Front Office Management (3 hours)
Basic Certificate—Housekeeping and Rooms Division Management (15 credit hours)	**HI 104**—Introduction to the Hospitality Industries (3 hours) **SP 101**—Fundamentals of Speech Communication (3 hours)	**HM 201**—Front Office Management (3 hours)
Basic Certificate—Sales/Marketing (15 credit hours)	**HI 104**—Introduction to the Hospitality Industries (3 hours) **SP 101**—Fundamentals of Speech Communication (3 hours)	**CWE 101**—Cooperative Education Exploration (3 hours)

The above is a suggested course sequence.

... Course Requirements

NIHEA Member Northern Illinois Hospitality Educators Association

SEMESTER 3	SEMESTER 4	
HI 205—Hospitality Industry Purchasing (3 hours) **HI 269**—Principles of Management in the Hospitality Industries (3 hours) **HI 271**—Hospitality Industry Personnel Management and Training (3 hours) **HM 203**—Rooms Division Management (3 hours) **MCM 107**—Introduction to Meeting and Convention Management (3 hours)	**HI 211**—Hospitality Industry Law (3 hours) **HI 231**—Marketing for the Hospitality Industries (3 hours) **CWE 105**—Business Technologies (6 hours) General Education Electives (Two courses, 3 hours each)	**Associate in Applied Science Degree** (65 credit hours)
HI 269—Principles of Management in the Hospitality Industries (3 hours) **HM 203**—Rooms Division Management (3 hours)	**HI 211**—Hospitality Industry Law (3 hours) **CWE 105**—Business Technologies (6 hours)	**Advanced Certificate— Front Office Management** (30 credit hours)
CWE 101—Cooperative Education Exploration (3 hours)	**HI 211**—Hospitality Industry Law (3 hours)	**Basic Certificate—Front Office Operations** (15 credit hours)
HM 203—Rooms Division Management (3 hours) **CWE 101**—Cooperative Education Exploration (3 hours)		**Basic Certificate—Housekeeping and Rooms Division Management** (15 credit hours)
HM 102—Hotel-Motel Sales Promotion (3 hours)	**HI 231**—Marketing for the Hospitality Industries (3 hours)	**Basic Certificate—Sales/Marketing** (15 credit hours)

Consult program coordinator for individual course sequence approval.

BEST COPY AVAILABLE

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title:	HI 104 - Introduction to the Hospitality Industries
Catalog Description:	Examination of the multi-disciplinary fields which comprise the hospitality industries: Hotel-Motel, Foodservice, Travel-Tourism; history and organization of the hospitality industries, with emphasis on career opportunities, economic projections and industry trends.
Prerequisite:	Eligibility for English 101 - Composition or Consent of Program Coordinator.
Credit/Contact Hours:	Three (3) credit hours; three (3) contact hours
Schedule:	Class duration - one semester
Clientele Served:	Students preparing for or considering a career in the Hospitality Industries; current Hospitality Industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Hotel-Motel Management, Foodservice Administration, Travel-Tourism.
Textbooks:	Introduction to Management in the Hospitality Industry, Third Edition, Thomas F Powers, John Wiley & Sons, 1988
Objectives:	At the conclusion of this course, students should be able to:

1. Define hospitality as it pertains to the three component industries and the advantages of a "hospitality approach" to guests and to industry employees.
2. Trace the history and development of each hospitality industry from its beginning to the present, with emphasis on key events in industry development.
3. Describe the internal organization and services provided by each hospitality industry, and in units of each industry, as well as principal interrelationships among the industries.
4. Identify major career ladders within the hospitality industries and describe their principal duties, responsibilities, training and experience requirements.
5. Describe current and projected industry and economic trends and their effect on career opportunities in each industry.
6. Identify specific industry careers.

Units of Instruction:

1. Introduction (1 session) Chapter 1

   A. Introduction to the Chicago Hospitality Institute- Purpose, divisions, procedures (grading, withdrawal etc.) Personnel
   Presentation of course objections and introductions to hospitality and its historical and current role

   B. Introduction to the hospitality industry
   Define and past history
   Why we study hospitality
   Divisions in hospitality-foodservice, lodging, travel & tourism.
   Growth of the hospitality industry and factors affecting growth

   C. Career paths and opportunites. Growth patterns and projections in the hospitality industries - employment projections and opportunities, jobs and careers

2. Studying and Time Management (1 session)

   A. Time Management
   Why we need to control time
   Getting control
   Organizing
   Fitting everything in

   B. Study Skills and test taking
   Attitude
   Hearing us listening
   Taking notes
   How to study
   Taking tests

3. Hotel-Motel Industry Chapters 6,7,8,9

   A. History, size, scope, importance; introduction to hotel-motel operations
      History of innkeeping
      Business philosophy, psychology
      Human relations
      House division and organization
      Role of the General Manager and Resident Manager
      Front Office - organization, procedures, staff
      Special areas - bell stand, switchboard, security

   B. The Hotel as a Business

   C. Hotel Organization
      Functions of job divisions
      Credit policies - cashiers, billing and guest transactions

Sales - organization, duties of sales department, including duties and procedures, types of sales, marketing, advertising and public relations
Food and beverage organization - functions of kitchen, dining room, catering, room service
Staffing
Menu planning
Purchasing
Receiving
Equipment and service
Housekeeping and engineering - organization, functions and duties

D. Executive Housekeeper
Chief engineer
Linen room
Laundry
Supplies
Maintenance and engineering functions and service

E. Accounting
Functions and duties
Staffing and operation
Controller, bookkeeper, night auditor, reports

Special topics
Summer and ski resorts
Marinas
Casinos
Cruise ships
Health spas
Employment outlook

4. Foodservice Industry-Chapters 2,3,4,5

A. History, size, scope, projections. Definition of fast food industry, coffee shops, family restaurants. Atmosphere specialty operations. History of "food away from home" and organization of the industry with commercial and institutional focus. Projections, industry trends and opportunities for employment
B. Foodservice as business
C. Organizations, divisions of jobs, contact feeding and vending - business and industry, school and college, health-care, recreation foodservice, catering
D. Industry trends, projections, and growth opportunities for employment. Organization of chains and individual operations. The front and back of the house, departmental organization, functions, staffing
E. Beverage Management- DUI legislation, spirits, wines, service and control

5. Travel-Tourism-Chapters 10,11,12
A. Modes of transportation - brief history and definition, economic impact of tourism, especially in Chicago and Illinois
Careers in travel

Economic expectations
Duty expectations
Diversity of careeer directions
Ethics and professionalism
Skills needed for success
Specifics of instructor's career

Distribute syllabus including city and carrier codes to memorize

B. Specific career directions
Food and catering
Travel agency employment
Car rental industry
Cruise line employment
Support industries
Trains and bus lines
Sales and Marketing careers

Assign written project - should include an opinion section as well as research and creativity
Begin learning project, instructor's selection within these guidelines:
Achieveable skill for all students
Low cost - not requiring investment in a textbook
Suitable for classroom study
Suitable for inclusion in final examination

C. Resources and tools used in travel-tourism
Tourist offices
Maps, atlas
Official Airline Guides
Newspapers
Brochures, advertising
Wholesalers
Computer reservations systems

D. How travel agencies operate
Legalities
Ethics
Generating business and retaining accounts
Specialization within the agency
Accounting functions
Interaction with co-workers and suppliers
A typical day in an agency - walk-through

E. Review, discuss and answer questions about project

Method of Instruction: Classroom lectures by a team of three industry-experienced professionals, supplemented by group discussions, field trips and special presentations by guest industry leaders.

Method of Evaluation:

Hotel-Motel Section	33.3%
Foodservice Section	33.3
Travel-Tourism Section	33.3
Total	100.0%

Each section instructor has the option to design the method of evaluation; grade determination must include attendance, homework and/or projects and quizzes as components of the grading structure.

September 16, 1988 sl

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: HM 102 - Hotel Motel Sales Promotion

Catalog Description: Introduction to marketing and professional selling; evaluating selling techniques; organization and functions of hotel sales departments.

Prerequisite: HI 104 - Introduction to the Hospitality Industries or concurrent enrollment in HI 104 or Consent of Program Coordinator.

Credit/Contact Hours: Three (3) credit hours; three (3) contact hours

Schedule: Class duration - one semester

Clientele Served: Students preparing for or considering careers in the Hotel-Motel industry; current Hotel-Motel industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Hotel-Motel Management.

tbook: Hospitality Sales and Advertising, James R. Abbey, The Educational Institute of the American Hotel & Motel Association, 1989.

Objectives: At the conclusion of this course, students should be able to:

1. Understand selling and sales techniques.
2. Understand the sales person's role in the marketing process, including planning and setting goals in line with the hotel's revenue needs.
3. Develop and practice effective sales techniques and acquire knowledge of the product, the market and the competition.
4. Utilize advertising, promotion, public relations, outside resources and consultants as part of the sales effort.

Units of Instruction: 1. General Background, Hotel Industry (1 session)

Terminology - Hotel, Sales
Discussion of the interrelation of hotel departments-
General Manager
Front Office and Reservations
Back of the House
Food and Beverage
Div. I, Chapter 1, 21

2. Marketing Overview and Plan (3 sessions)

Who is the market
Analyze the product
Know the competition
Writing a basic sales plan
Presenting plan to class
Assignment of sales tasks in department
Producing the final plan
Keeping the plan current
Chapters 3, 18, 19, 23

3. Consumer Approach to Selling (1 session)

Examining the customer and his needs
Business travelers
Leisure business
Groups and tours
Government and education employees
Conventions and meetings

Selling other services
Banquets and parties
Chapters 3, 19, 20, 21, 22

4. Sales Techniques (2 sessions)

Personal selling
Planning
Customer call
Meeting new business
Follow-up

Handling disadvantages
Blitzing
Direct mail programs

Prepare letter
Telephone work
In-class demonstrations and mock presentations
Div. II, Chapters 7, 23

5. Understanding Hotel Finances (1 session)

Fixed costs and obligations
Budget analysis
Budget planning, Sales Department
Revenue and profit goals
Productivity emphasis
Div. I, Chapters 2, 5

6. Advertising, Promotions and Public Relations (2 sessions)

Advertising plan
Media selection
Television, print, radio
Work with agencies
Sales input into program

Promotions
Special events in and outside hotel

Public Relations
Getting the story out
Problem solving

Using these tools for selling
Chapters 7, 8, 12, 16

7. Travel Agents (1 session)

Selling to them
Chapter 14

8. Field Survey of the Competition (2 sessions)

Rates
Services
Quality of product
Review and discuss in class
In-class presentation of student's sales plans
Chapters 3, 7, 22

9. Food and Beverage Analysis (2 sessions)

Banquets
Bar and lounge promotions
Chapters 3, 4, 23, Div. V

10. Other Aids to Selling (1 session)

Contract agencies
Tourism and Convention Bureaus
Memberships
Consultants
Chapters 13, 15, 17, 24, 25

Method of Instruction: Text and outside reading, lecture, discussion, student presentations, field visits and guest lectures.

Method of Evaluation:

Quizzes, written assignments, outside readings	15%
Mid-term Examination	10
Projects	35
Class participation and attendance	20
Final Examination	20
Total	100%

August 14, 1989 sml

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title:	FSS 222 - Foodservice Sanitation
Catalog Description:	Sanitation in preparation and service of food; sanitation chemicals, equipment and materials; ordinances and inspection procedures to ensure sanitary dispensing of food.
Prerequisite:	Eligibility for English 101 - Composition or Consent of Program Coodinator.
Credit/Contact Hours:	Two (2) credit hours; two (2) contact hours
Schedule:	Class duration - ten weeks
Clientele Served:	Students preparing for or considering a career in the Hospitality industries; current hospitality industry employees seeking to broaden their knowledge and qualifications; students in AAS and certificate programs in Foodservice Administration and Hotel-Motel Management.
Objectives:	At the conclusion of this course, students should be able to:

1. Define sanitation and sanitary conditions.
2. Identify the sanitation hazards present in foodservice establishments.
3. Outline control measures essential for sanitation and sanitary conditions.
4. Formulate preventative measures, ensuring a sanitary foodservice establishment.
5. Demonstrate this knowledge by receiving a score of 75% or above on the NIFI Sanitation Examination and successfully passing the classroom assignments and examinations.

Method of Instruction:		
	Lecture	80%
	Audio Visual	20%
		100%

December 15,1989 sml

BUSINESS DEPARTMENT
1989 FALL SEMESTER SYLLABI

CHICAGO CITY-WIDE COLLEGE
226 W. Jackson Boulevard
Chicago, IL 60606-6997

DEPARTMENT - 30

BUSINESS 101 - FUNDAMENTALS OF ACCOUNTING

Credit Hours: Three

Contact Hours: Three

Course Length: One Semester - 18 Weeks

Prerequisites: Business 141 or Mathematics 111 or 140 or concurrent registration in one of those courses or satisfactory score on placement test or consent of department chairperson.

Catalog Description: Introduction to general accounting. Includes journalizing, posting, trial balances, classification of accounts, columnar records, negotiable instruments, control accounts, adjustments, work sheets, financial statements and closing the books.

Course Objectives:

1. To examine accounting concepts and generally accepted accounting principles.
2. To explain accounting terminology.
3. To examine the sole proprietorship and corporate forms of business and illustrate how accounting records and reports are prepared for these types of businesses.
4. To explain how accounting records and financial reports are prepared for service and merchandising type businesses.
5. To apply accounting principles to actual business situation by solving accounting problems in the textbook.

(Business 101 - continued)

Course Outline:

1. General discussion of the scope of accounting and the specialized areas within accounting, such as taxes, auditing, cost accounting, financial accounting.
2. Balance Sheet equation.
3. Business Entity Concept and Cost Principle.
4. Preparation of Income Statement, Capital Statement and Balance Sheet.
5. Preparation of journal entries for service and merchandising companies.
6. Adjusting journal entries for service and merchandising companies.
7. Closing journal entries for service and merchandising companies.
8. Preparation of worksheets. The use of worksheets to prepare financial statements and closing entries.
9. Business transactions which are unique to a merchandising type business. Ledger accounts used to record these transactions.
10. Cash discounts and trade discounts.
11. Special journals.
12. Control accounts and subsidiary ledgers.
13. Accounts receivable and estimating uncollectible accounts expense.
14. Interest-bearing and noninterest-bearing notes. How debtor and creditor record these types of notes on their records.
15. Use of Voucher System to improve control over cash payments within a business.
16. Bank reconciliation.
17. Operation of a petty cash fund.
18. Payroll taxes. Journal entries to record payroll taxes on the books of the company.

(Business 101 - continued)

Clientele for Course:

1. Students majoring in accounting (Associate in Applied Science Degree in Accounting) or students seeking the Basic or Advanced Certificate in Accounting.
2. Other business majors or data processing majors.
3. Individuals employed in business who wish to improve their accounting knowledge.
4. Other persons wishing to acquire additional information about accounting and how it relates to their job and career.

Methods of Evaluating Student Performance:

1. Three 50 minute exams covering the following chapters:
   a. Test #1 - Chapters 1-3
   b. Test #2 - Chapter 4, 5, 6
   c. Test #3 - Chapters 7, 8, 9, 12
2. Final exam on all ten chapters covered in the course.

Type of Instruction Used:

1. Lecture
2. Class discussion of accounting problems assigned for homework.
3. Use of overhead projector to show author's solution to the accounting problems in the text.

Textbooks:

Accounting Principles, 15th edition, 1987, by Fess/Warren, South-Western Publishing Company

Working Papers for Chapter 1-14

Practice Set I - Blanks and Business Papers - Top Ten Sporting Goods Company.

CHICAGO CITY-WIDE COLLEGE
CITY COLLEGES OF CHICAGO

Syllabus

ENGLISH 101 COMPOSITION

Course Description: This course is designed to develop skills in the reading and writing of expository essays, with emphasis on description, narrative, cause and effect, and argument.

Text:
The Little, Brown Handbook
Patterns of Exposition
Webster's New World Dictionary or other recent dictionary
Roget's College Thesaurus (optional)

Objectives: Students will improve their abilities to analyze works of prose, with special attention purpose, meaning, style, structure, and methods of imagery and argument. Students will develop their own topics into thesis statements and be able to produce a finished essay.

Units of Instruction:

Week 1 — Importance of written communication, titles, manuscript form, basic format, impromptu writing. LBH 108-115 LBH 266-270

Week 2 — Basic sentence, recognition of subject and verb, end punctuation, topic sentence development, subject verb agreement LBH 163-170, writing process, LBH 46-49, POE 273-279

Week 3 — Paragraph development and organization with emphasis on transitions LBH 62-64, sentence fragment LBH 184-189, sentence combining and coordination conjunctions LBH 134-136 punctuation in compound sentence and series LBH 271-273 279-281, POE 289-294

Week 4 — Narrative paragraph, revision activities, run-on sentence, comma splice, verb phrase, semicolon LBH 289-295, POE 249-257

Week 5 — Descriptive paragraph, sentence combining-subordination LBH 121-134 punctuation of restrictive and non-restrictive clauses LBH 275-277, POE 176-181

Week 6 — Process analysis paragraph, verb phrase, pronoun agreement LBH 170-173, POE 168-176

Week 7 — Midterm Exam, basic essay structure and introductory paragraph LBH 19-27, noun clause, tense LBH 155-159, POE 107-112

Week 8 — Comparison and Contrast LBH 72-23, adjective and adverb, apostrophe LBH 297-301, noun plural, POE 90-98

Week 9	Dangling modifier LBH 215-217, parallelism LBH 240-246, essay beginnings, POE 74-83.
Week 10	Classification paragraph LBH 70-71. POE 48-51.
Week 11	Essay endings, capitalization LBH 320-326, quotations LBH 301-309, POE 20-29.
Week 12	Business formats letters and memos LBH 476-479, POE 297-303.
Week 13	Methods of development--induction and deduction LBH 100-102, POE 311-316.
Week 14	Methods of development--Special effects.
Week 15	Methods of development part 2
Week 16	Review of development strategies

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: HI 131-Hospitality Industry Accounting

Catalog Description: Study of specific applications of basic accounting principles for the hospitality industry. Includes analysis and interpretation of financial statements, food, beverage and labor cost control, ratio analysis.

Prerequisite: HI 104 - Introduction to the Hospitality Industries and Business 101 - Fundamentals of Accounting or Consent of Program Coordinator.

Credit/Contact Hours: Three (3) credit hours; three (3) contact hours

Schedule: Class duration - one semester

Clientele Served: Students preparing for or considering a career in the Hospitality Industries; current Hospitality Industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Hotel-Motel Management, Foodservice Administration, or Travel-Tourism.

Textbook: Hospitality Management Accounting, Second Edition, Micheal M. Coltman, CBI Publishing Company, Inc., 1982

Objectives: At the conclusion of this course, students should be able to:

1. Accurately interpret a financial Statement.
2. Accurately price room, food, beverage and labor costs.
3. Make sound financial judgments based on an understanding of cash and cost management.
4. Understand and utilize benefits of good internal controls.

Units of Instruction

1. Accounting Review (2 sessions)

   A. Review of basic accounting principals, business entity concept, the going concern concept, the money concept
   B. Explanation of calculating depreciation
      Straight-line method
      Declining balance method
      Sum-of-the-year digits method.
      Units of production method.
   C. Explanation of the balance sheet
   D. T-accounts, trial balance, and adjusting entries

2. Understanding Financial Statements (1 session)

   A. The main purpose of financial statements and the value of a uniform system of accounts
   B. Definition and application of direct and indirect expenses
   C. Define and calculate retained earnings

3. Analysis and Interpretation of Financial Statements (1 session)

   A. Balance sheet and income statement analysis - comparative
   B. Average check, average cost and average income per guest
   C. Trend results

4. Ratio Analysis (1 session)

   A. Introduction of ratios - value and usage
   B. Current liquidity ratios - long term ratios

5. Internal Control (2 sessions)

   A. Definition and purpose of internal control
   B. Basic requirements and principles
   C. Definition and purpose of accounting documents used in internal control
   D. Petty cash
   E. Bank reconciliation

6. "Bottom Up" Pricing (1 session)

   A. Concept of net income as a form of cost
   B. Information necessary and calculation of average check, menu pricing, menu mix, turnover
   C. Information necessary and calculation of room rates, average room rate, occupancy level

7. Food, Beverage and Labor Cost Control (1 session)

   A. Inventory and requisition cards
   B. Standard recipes, standard portions, calculation of menu prices
   C. Jobs description, jobs evaluations and relation to labor cost control

8. Cost Management (1 session)

   A. Define major types of cost - direct, indirect and discretionary costs
   B. Prorate indirect costs to operating departments
   C. Decisions based on knowledge of fixed and variable costs

9. CVP Approach (1 session or less)

   A. Definition of CVP - Cost-Volume-Profit Analysis
   B. CVP equation - applications in sales levels

10. Budgeting (1 session)

    A. Definition, advantages and disadvantages of budgeting
    B. Budget cycle theory and practical applications
    C. Comparison of budgeted and actual income, costs and profit

11. Working Capital (1 session)

    A. Definition of working capital
    B. Sources and uses or working capital
    C. Statement of changes in working capital

12. Cash Management (1 session)

    A. Concept of cash flow and differences from net income
    B. Cash disbursements, cash receipts, negative cash flow
    C. Long and short term cash flow
    D. Long and short term asset management
    E. Discounted cash flow

Method of Instruction: Classroom lectures augmented by examples of actual financial documents. Presentation by industry professionals when applicable.

Method of Evaluation:

Mid-term Examination	15%
Classroom Quizzes	25
Homework, Special Assignments	25
Attendance	10
Final Examination	25
Total	100%

Chapter Assignments

1. One - Accounting Review
2. One - Accounting Review
3. Two - Understanding Financial Statements
4. Three - Analysis & Interpretation of Financial Statements
5. Four - Ratio Analysis
6. Five - Internal Control
7. Five - Internal Control
8. Mid-term Examination
9. Six - Bottom Up Approach to Pricing
10. Seven - Introduction to Food, Beverage & Labor Cost Control
11. Eight - Cost Management
12. Nine - CVP Approach to Decisions
13. Ten - Budgeting
14. Eleven - Working Capital
15. Twelve - Cash Management
15. Thirteen - Investment Decision
16. Final Examination

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: HM 103 - Food and Beverage Supervision

Catalog Description: Overview of the food and beverage field within the context of of the hotel industry: examination of individual departments within the food and beverage operation of a hotel, their purpose, structure and food and beverage operation of a hotel; structure and interrelationships; special attention given to current industry trends.

Prerequisite: HI 104 - Introduction to the Hospitality Industries, concurrent enrollment in HI 104 or Consent of Program Coordinator.

Credit/Contact Hours: Three (3) credit hours; three (3) contact hours

Schedule: Class duration - one semester

Clientele Served: Students preparing for or considering a career in the Hotel-Motel or Meeting and Convention Planning industries; current Hotel-Motel and Meeting and Convention Planning industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs.

Objectives: At the conclusion of this course, students should be able to:

1. Provide students with a knowledge of the food and beverage industry.
2. Relate this knowledge to the operation of the food and beverage operation within a hotel context.
3. Study the history and current status of the industry.
4. Learn preparation techniques and equipment in relation to menu development, sanitation and safety, preparation and service of food.
5. Design and facilitate beverage control.

Method of Instruction: Classroom lectures, augmented by text and outside reading, discussions, student presentations, field visits and guest lecturers.

Method of Evaluation:		
	Classroom lectures	70%
	Text and outside reading, student presentation, field visits and guest lectures.	30%
		100%

December 12, 1989 sml

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title:	HM 201 - Front Office Management
Catalog Description:	Overview of the front office operation within the context of the hotel industry; understanding of the special problems of rooms division management of a hotel; labor costs, shortage of qualified personnel, fluctuating occupancy, rate resistance, handling of the hotel guest.
Prerequisite:	HI 104 - Introduction to the Hospitality Industries, concurrent enrollment in HI 104 or Consent of Program Coordinator.
Credit/Contact Hours:	Three (3) credit hours; three (3) contact hours
Schedule:	Class duration - one semester
Clientele Served:	Students preparing for or considering careers in the Hotel-Motel industry; current Hotel-Motel industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Hotel-Motel Management.
Objectives:	At the conclusion of this course, students should be able to: 1. Understand front office duties, procedures and terms; utilize these as important links between staff, guests and adminstration. 2. Utilize projection techniques in rate, occupancy and staffing for productivity and cost control. 3. Establish and implement an effective guest service system. 4. Be familiar with office machinery and equipment in the department.
Method of Instruction:	Classroom lectures, augmented by text and outside reading, on-site visits, class projects and discussion.

Method of Evaluation:		
	Lecture	60%
	Text and outside reading	20%
	On site visits class projects discussions	20%
	Total	100%

December 12, 1989 sml

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: CWE 101 - Cooperative Education Exploration

Catalog Description: Career planning, job entry skills, guidance to assist students in exploring and assessing their interests, aptitudes and abilities for consideration of career goals; development of skills necessary for job search success and job entry preparation.

Prerequisite: HI 104 - Introduction to the Hospitality Industries and six (6) credit hours in the fields of Hotel-Motel Management, Meeting and Convention Planning Foodservice Administration or Travel-Tourism or Consent of Program Coordinator.

Credit/Contact Hours: Three (3) credit hours; three (3) contact hours

Schedule: Class duration - one semester

Clientele Served: Students preparing for or considering careers in the Hospitality industries; current Hospitality industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Hotel-Motel Management, Foodservice Administration, Meeting and Convention Planning and Travel-Tourism.

Objectives: At the conclusion of the course students should be able to:

1. Develop an understanding and appreciation of self as this understanding pertains to present and future career goals.
2. Attain familiarity with hospitality industry career paths and entry level positions available; commensurate salary levels; potential for advancement.
3. Understand pre-employment skills needed to insure job search success and job entry preparation.
4. Demonstrate working knowledge of potential employment avenues through observation in specialized career settings.

Method of Instruction:

Lecture/Discussions	50%
Industry Speakers	10%
Student Research	40%
	100%

December 15, 1989 sml

Course Title: Data Processing 109
Microcomputer Applications

Catalog Description: This course will provide the student with Business Applications Examples in the areas of Wordprocessing, Spreadsheets, & Database. Laboratory experience includes current software packages in these areas.

Credit hours: Three Credit Hours

Clinetal: Students pursuing Basic or Advanced Certificates or Associate Degree. Students desiring specific experience in Wordprocessing, Spreadsheets and Database Applications.

Text: Learning to Use Wordperfect, Lotus 1-2-3, and dBase III plus by Shelley and Cashman
c 1989 Boyd and Fraser Publishing Co.

Course Objectives: To provide background and experience in main functional areas of Business Microcomputing. Applications include Wordprocessing, Spreadsheets & Database. To give students experience with projects involving specific Business Applications.

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: HI 205 - Hospitality Industry Purchasing

Catalog Description: Study of the organization and administration of quantity purchasing policies and procedures; specifications, inventory, buying, receiving and issuing of items used in hospitality operations.

Prerequisite: HI 104 - Introduction to the Hospitality Industries and six (6) credit hours in the fields of Hotel-Motel Management, Foodservice Administration, Meeting and Convention Planning or Travel-Tourism or Consent of Program Coordinator.

Credit/Contact Hours: Three (3) credit hours; three (3) contact hours

Schedule: Class duration - one semester

Clientele Served: Students preparing for or considering careers in the Hospitality industries; current Hospitality industry employees seeking to broaden their knowledge and qualifications; students in AAS and certificate programs in Hotel-Motel Management, Meeting and Convention Planning or Foodservice Administration.

Textbooks: Purchasing: Selection and Procurement for the Hospitality Industry, Second Edition, John M. Stefanelli, John Wiley & Sons 1985

Objectives: At the conclusion of this course, students should be able to:

1. Identify the purchasing function from the viewpoint of management.
2. Be aware of channels of distribution, ethics, buying techniques, specification writing and purchasing.

Units of Instruction:

1. History of Purchasing (1 session)
   - A. Differences among hospitality operations
   - B. Purchasing, selection, procurement
2. Sources of Products and Services (1 session)
   - A. Buyer's position in channels of distribution
   - B. Determining optional values and supplier services
   - C. Forces affecting the distribution system

3. Purchasing Function Objectives and Problems (1 session)

   A. Organization and administration of purchasing
   B. Buyer's job specification and job description
   C. Interaction with hospitality unit's personnel
      Review Assignment 1

4. Specifications (1 session)

   A. Who, what, why determines specification
   B. Benefits and pitfalls of specification purchasing
   C. Optional inventory level

5. Purchase Price Influence on Buyers (1 session)

   A. How to reduce price
   B. Optional payment policy
   C. Effects of too soon or too late

6. Locating Optional Suppliers for Ordering
   Procedures (1 session)

   A. Buying plan relationships of supplier - buyer,
      salesperson - buyer ordering procedures
   B. Purchase orders - change orders

7. Receiving Procedures (1 session)

   A. Essentials - invoices through satisfactory records
      to keep receiving costs low
   B. Good storage management
   C. Security problems
   D. Planned placement for rotation (FIFO)

8. Mid-term Examination and Project Presentation (1 session)

9. Produce, fresh, convenience items processed and other
   grocery items (1 session)

10. Dairy, Eggs, Poultry (1 session)

11. Meat and Fish (1 session)

12. Alcoholic/Non-Alcoholic Beverages (1 session)

13. Non-food Expense Items (1 session)

   A. Selection factors of items used in food preparation
   B. Cleaning supplies, china service, paper products and
      linen

14. Services (1 session)

    Garbage disposal, Landscape, Snow Removal, Pest Control, Legal Bonding, Insurance, Advertising, Consulting

15. House items (1 session)

    A. Trade periodicals and trade shows
    B. Furniture/furnishing
    C. Fabric items including carpeting, flooring

16. Project Due and Term Review (1 session)

17. Final Examination (1 session)

Method of Instruction: Primarily classroom lectures augmented by films, tours and trade shows.

Method of Evaluation:

Mid-term Examination	20%
Final Examination	30
Quizzes and special assignments	30
Attendance	20
Total	100%

vember 8, 1989 sml

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: HI 269 - Principles of Management in the Hospitality Industries

Course Description: Application of basic management principles of human resource selection, motivation, training, direction and control in the hospitality industries. Consideration of the range of diverse employee talents which must efficiently blend if an industry operation is to compete and succeed financially. Specific treatment given to unique situations which challenge managers on a daily basis.

Prerequisite: HI 104 - Introduction to the Hospitality Industries and six (6) credit hours in the fields of Hotel-Motel Management, Foodservice Administration, Meeting and Convention Planning or Travel-Tourism or Consent of Program Coordinator.

Credit/Contact Hours: Three (3) credit hours; three (3) contact hours

Schedule: Class duration - one semester

Clientele Served: Students preparing for or considering careers in the Hospitality industries; current Hospitality industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Hotel-Motel Management, Foodservice Administration, Meeting and Convention Planning or Travel-Tourism.

Objectives: At the conclusion of this course, students should be able to:

1. Understand the basic functions and terminology of management as related to the challenges of the hospitality industry.
2. Acquire a knowledge of human wants and needs as a basis for the motivation of employees.
3. Appreciate the management tools that can be used to develop a cohesive work force with emphasis in the areas of employee recruitment, selection, training and development.
4. Recognize the need for handling disciplinary problems and employee grievances.
5. Develop an awareness of the boundaries imposed on management by employee unions and governmental regulations.

Students should have a basic grasp of the terminology and practical working concepts particular to the hospitality industry. Such knowledge will facilitate the understanding of examples used in the classroom.

Method of Instruction:

Lectures	80%
Group Discussion	10%
Industry Presentations	10%
Total	100%

December 15, 1989 sml

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title:	HI 271 - Hospitality Industry Personnel Management and Training
Catalog Description:	Study of personnel management principles from the viewpoint of a hospitality industry supervisor. Included is consideration of effective recruitment, selection, training, placement, appraisal, discipline, and career development programs and techniques in actual hospitality operations.
Prerequisite:	HI 104 - Introduction to the Hospitality Industries and six (6) credit hours in the fields of Hotel-Motel Management, Foodservice Administration Meeting and Convention Planning or Travel-Tourism or Consent of Program Coordinator.
Credit/Contact Hours:	Three (3) credit hours; three (3) contact hours
Schedule:	Class duration - one semester
Clientele Served:	Students preparing for or considering careers in the Hospitality industries; current Hospitality industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Hotel-Motel Management, Foodservice Administration, Meeting and Convention Planning and Travel-Tourism.
Objectives:	At the conclusion of the term the students will be able to: 1. Understand the role of a supervisor. 2. Set goals and objectives for themselves and their staff. 3. Know how to recruit, interview, select, and train employees. 4. Apply various methods of performance evaluation. 5. Understand the techniques of management. 6. Understand the current labor laws and their impact on the Hospitality industry. 7. Utilize progressive and constructive forms of discipline.

Method of Instruction: Primarily classroom lectures augmented by group case discussions. Presentations by industry professionals when applicable.

Method of Evaluation:		
	Lectures	80%
	Group Discussion	10%
	Presentations	10%
		100%

December 13, 1989 sml

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: HM 203 - Rooms Division Management

Catalog Description: Overview of Rooms Division Management, including hotel housekeeping, security and "back of the house" maintenance within the context of the hotel industry; Coordination of institutional housekeeping responsibilities; inclusive of scheduling and planning, budgeting, employee training techniques.

Prerequisite: HI 104 - Introduction to the Hospitality Industries or concurrent enrollment in HI 104 or Consent of Program Coordinator.

Credit/Contact Hours: Three (3) credit hours; three (3) contact hours

Schedule: Class duration - one semester

Clientele Served: Students preparing for or considering careers in the Hotel-Motel industry; current Hotel-Motel industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Hotel-Motel Management.

Objectives: At the conclusion of this course, students should be able to:

1. Understand the relationship of "back of the house" operations to other hotel departments, especially security, safety, front office and accounting.
2. Understand and utilize effective interviewing, hiring, and training procedures, and include them in a complete staff development plan.
3. Reduce records and paper work to a manageable level and use this information as a management tool.
4. Establish and maintain a departmental budget which is directly related to the overall cost control and profit goals of the hotel.
5. Select effective cleaning and maintenance supplies and equipment which best fit the tasks demanded.

Method of Instruction:

Lecture	80%
On-site facility visits	10%
Group Presentations	10%
Total	100%

December 18, 1989 sml

CITY COLLEGES OF CHICAGO

CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: MCM 107 - Introduction to Meeting and Convention Management

Catalog description: Effective meetings, conventions and exhibitions do not just happen: they are planned and managed. Study of the Meeting and Convention industry: the role and responsibilities of planners employed by associations, business and other segments of the industry: industry terminology; types of meetings and conventions and their objectives; career paths, training programs and professional development.

Prerequisite: HI 104 - Introduction to the Hospitality Industries or concurrent enrollment in HI 104 or Consent of Program Coordinator.

Credit/Contact Hours: Three (3) credit hours: three (3) contact hours

Schedule: Class duration - one semester

Clientele Served: Students preparing for or considering careers in the Meeting and Convention industry; current industry employees desiring to broaden their knowledge and qualifications: students in AAS and Certificate programs.

Textbook: How to Get Control of Your Time and Your Life
Alan Lakein, Signet Publishing Company
Selected readings, articles and other industry-published materials.

Objectives: At the conclusion of this course, students should be able to:

1. Trace the history and development of the meeting and convention industry.
2. Identify the types of meeting and conventions and their objectives.
3. Identify the social and economic benefits derived from the meeting and convention industry.
4. Describe trends of the meeting and convention industry and the impact of other industries on meetings and conventions.
5. Define basic terminology of the industry.

6. Describe the role and responsibilities of meeting and convention planners within various organizations employed by associations, businesses and other segments of the industry.

7. Identify types of career paths in the industry.

8. Identify available resources, references and tools of the meeting planner.

Units of Instruction:

1. History and development of the meeting and convention industry (1 session)

2. Types of meetings and conventions: their related objectives (3 sessions)

   A. Professional and trade associations
   B. Fraternal/service associations
   C. Medical/scientific associations
   D. Educational organizations
   E. Ethnic/religious organizations
   F. Corporations
   G. Labor unions
   H. Continuing educations programs
   I. Organizational/business meetings
   J. Tradeshows
   K. Training and development meetings
   L. Sales/marketing meetings
   M. Executive development
   N. Management meetings
   O. Incentive programs
   P. Social
   Q. Stockholders' meetings
   R. Division/distributor/dealer meetings
   S. New product introductions
   T. Incentive meetings

3. Basic industry concepts (3 sessions)

   A. Meeting profile/configuration
   B. Geographic consideration
   C. Time factors
   D. Needs analysis
   E. Preferred level of facility quality
   F. Type of facility
   G. Accessibility
   H. Space requirements
   I. Size of attendance
   J. Meeting duration
   K. Type and demographics of attendee
   L. Labor conditions

4. Meeting and convention terminology (2/3 session)

   A. CLC glossary usage for standardization
   B. Proper usage and abuses

5. Resources such as professional organizations (2/3 session)

6. References and tools 2/3 session)

   A. Professional publications and periodicals
   B. Personal management methods

7. Meeting planner's role within various organizations (1 session)

   A. Association vs corporation
   B. Profit center vs expense
   C. Centralization vs decentralization
   D. In-house vs external consultant

8. Social and economic benefits derived from the meeting and convention industry (1 session)

   A. Related spinoff industries created
   B. Reported revenues generated to various facilities and as well as related support services

9. Industry trends and influences (1 session)

10. Career paths available (1 session)

   A. Entry level
   B. Training and development
   C. Desirable skills and personality traits
   D. Helpful transferable skills
   E. Hierarchy of positions within various organizations
   F. Flexibility within the industry

11. The professional approach/attitude towards meetings and convention planning and servicing (1 session)

   A. Personality traits
   B. Determining and accommodating needs
   C. Continued development

Method of Instruction: Primarily classroom lectures augmented by guest presentations, films, tours and visits to meetings, to conventions, exhibits.

Method of Evaluation		
	Class participation, Attendance	20%
	Quizzes, Special Assignments	30
	Mid-term Examination	20
	Final Examination	30
		100%

February 3, 1989 sml

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: HI 211 - Hospitality Industry Law

Catalog Description: Study of the legal aspects of management in the hospitality industries. Emphasis on practical applications of law in industry operation including those involved in employee relations, food and liquor liability, patron civil rights, security and federal, state and local regulations.

Credit/Contact Hours: Three (3) credit hours, three (3) contact hours

Schedule: Class duration - one semester

Clientele Served: Students preparing for or considering a career in the Hospitality industries; current Hospitality industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Hotel-Motel Management or Foodservice Administration.

Textbook: Legal Aspects of Foodservice Management, John E. H. Sherry, First Edition, William C. Brown Publishing Co., 1984

Objectives: At the conclusion of this course, students should be able to:

1. Define hospitality related laws.
2. Identify the types of hospitality establishments the law governs.
3. Outline the rights and responsibilities which the law creates to protect both hospitality operators and customers.
4. Formulate preventative measures, avoiding legal entanglements.

Units of Instruction:

1. Introduction - History of Hospitality Law (1 session)
   Overview
   How law affects hospitality operators
   Chapter 1

2. Federal, State and Local Agencies (1 session)
   Areas where hospitality operators may be affected
   Chapter 2

3. Rights of Hospitality Operators (1 session)
   Admit or refuse patrons, responsibilities to avoid patron discrimination
   Development of reasonable, consistent house rules to insure reasonable enforcement, eliminating the possibility of civil rights discrimination
   Chapter 3

4. Liability Created by the Sale of Food, Beverage and Lodging Accommodations (1 session)

Management action to avoid liability claims
Chapter 4

5. Reasonable Care: Relation to Potential Operator Liability (1 session)
   Explanation of defenses for liability claims for injuries to patrons or their property
   Chapter 5

6. Federal, State and Local Regulations Affecting Employee Selection and Supervision (1 session)
   Employer rights and restrictions in handling employee encounters
   Chapter 6

7. Federal, State and Local Regulations Affecting Employees (1 session)
   Insurance
   Occupational health
   Safety
   Income tax
   Employer rights in dealing with employee benefits
   Chapter 7

8. Mid-Term Examination and Project Presentation (1 session)

9. Crimes Against Hospitality Operators (1 session)
   Committed by customers, trespassers and employees
   Measures for maintaining security
   Chapter 8

10. Contracts Commonly Found in the Hospitality Industry (1 session)
    Tests for legality, validity and enforceability of contracts
    Chapter 9

11. Property Ownership and Franchising (1 session)
    Acquisition
    Legal rights
    Responsibilities
    Restrictions
    Chapter 10
    Franchising
    Advantages, disadvantages
    Rights and obligations
    Anti-trust laws
    Chapter 11

12. Advantages and Disadvantages of Sole Proprietorships, Partnerships, Corporations, Non-profit and Not-for-profit Organizations (1 session)
    Chapter 12

13. Bankruptcy (1 session)
    Purpose, forms
    Rights and restrictions
    Reorganization
    Corporate reorganization uner Chapter 11
    Debt adjustment under Chapter 13

Chapter 13

14. Federal and State Court Systems (1 session)
    Structure
    Jurisdiction
    Out-of-court settlements
    Compromise, arbitration, mediation
    Chapter 14. 15

15. Lawyer Selection (1 session)
    Types of lawyers
    Fee payment
    Obligations and benefits
    Chapter 16

16. Final Examination (1 session)

Method of Instruction: Primarily classroom lectures augmented by guest presentations, films and tours.

Method of Evaluation:

Mid-term Examination	20%
Quizzes, special assignments	30
Attendance, participation	20
Final Examination	30
Total	100%

May 20, 1987 pvd

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title: HI 231 - Marketing for the Hospitality Industries

Catalog Description: Study of marketing of hospitality products and services to meet consumer needs. Concentration on available marketing tools - pricing, advertising, personnel selling, sales promotion, public relations, channels of distribution. Emphasis on role of market research in identifying needs and tailoring product offerings to enhance consumer satisfaction and profit.

Prerequisite: HI 104 - Introduction to the Hospitality Industries, HM 102 - Hotel-Motel Sales Promotion or FSA 120 - Foodservice Merchandising and six (6) credit hours in the fields of Hotel-Motel Management, Meeting and Convention Planning, Foodservice Administration or Travel-Tourism or Consent of Program Coordinator.

Credit/Contact Hours: Three (3) credit hours; three (3) contact hours

Schedule: Class duration - one semester

Clientele Served: Students preparing for or considering careers in the Hospitality industries; current Hospitality industry employees seeking to broaden their knowledge and qualifications; students in AAS and Certificate programs in Hotel-Motel Management, Foodservice Administration, Meeting and Convention Planning or Travel-Tourism.

Objectives: At the conclusion of this course students should be able to:

1. Identify the key aspects of the hospitality industry
2. Focus upon and delineate the various "publics" or types of customers which the industry attempts to serve profitably.
3. Understand the various wants and needs of these individual market segments.
4. Appreciate the various marketing tools available.
5. Understand the vital role that planning based on market research plays in the successful direction of firms in the hospitality industry.

Method of Instruction: Primarily classroom lectures augmented by group case discussions. Presentations by industry professionals when applicable.

Method of Evaluation:

Lectures/Group Case	95%
Discussion	5%
	100%

25

December 13, 1989 sml

CITY COLLEGES OF CHICAGO
CHICAGO CITY-WIDE COLLEGE

CHICAGO HOSPITALITY INSTITUTE

SYLLABUS OUTLINE

Course Title:	CWE 105 - Business Technologies
Catalog Description:	The concept of cooperative education, which combines classroom theory and practical on-the-job experience. This course has been designed to provide Chicago Hospitality Institute students with employment skills as a concurrent and integral part of their individually chosen educational programs.
Prerequisite:	HI 104 - Introduction to the Hospitality Industries and twelve (12) credit hours in the fields of Hotel-Motel Management, Foodservice Administration Meeting and Convention Planning or Travel-Tourism or Consent of Program Coordinator.
Credit/Contact Hours:	Six (6) credit hours; two (2) credit hours, classroom seminars and four (4) credit hours for work component
Schedule:	Class duration - one semester
Clientele Served:	Students preparing for or considering careers in the Hospitality industries; current hospitality industry employees seeking to broaden their knowledge and qualifications; students in AAS and certificate programs in Hotel-Motel Management, Foodservice Administration, Meeting and Convention Planning and Travel-Tourism.
Objectives:	At the conclusion of this course, students should able to:

1. Develop, organize and prepare a professional resume and accompanying letter of introduction.
2. Apply the concepts of successful interviewing practices.
3. Analyze a prospective job objectively and with particular attention and concern for those details that may be decisive factors in determining subsequent on-the-job satisfaction for both the employee and employer.
4. List the elements of job success and the criteria for self-assessment, from pre-established performance-based objectives, of one's own on-the-job performance.
5. Identify sources of employment as they relate to individual job search efforts.

Method of Instruction: Classroom lectures and discussions, job interview simulations and role play, preparation of a co-op workbook, independent research assignments, student counsiling sessions with employment manager, student conferences.

Method of Evaluation:		
	Lecture/Discussion	25%
	Job interview/Role playing/ Research/Student Conferences/ Counseling/Work book	75%
		100%

December 13, 1989 sml